THE EIKON CHARITY

England & Wales · Charity number 1109190

Details

Other names	EIKON
Status	Registered
Legal form	Charitable company
Company number	05402398
Registered	2005-04-22
Register	View on the Charity Commission register

Contact

Address	Eikon Selsdon Road New Haw Addlestone KT15 3HP
Phone	01932347434
Email	info@eikon.org.uk
Website	www.eikon.org.uk

Activities

Objects: 1. TO ADVANCE THE EDUCATION OF CHILDREN, YOUNG PEOPLE AND ADULTS WITHIN SURREY AND IN SUCH OTHER PARTS OF THE UNITED KINGDOM OR THE WORLD AS THE TRUSTEES FROM TIME TO TIME THINK FIT IN ORDER TO DEVELOP THEIR EMOTIONAL, PHYSICAL MENTAL AND SPIRITUAL CAPACITIES SO THAT THEY MAY REALISE THEIR FULL POTENTIAL AS INDIVIDUALS AND MEMBERS OF THE COMMUNITY.2. TO PROVIDE FACILITIES FOR RECREATION AND OTHER LEISURE TIME OCCUPATION IN THE INTERESTS OF SOCIAL WELFARE FOR PERSONS WHO HAVE NEED BY REASON OF THEIR YOUTH, POVERTY OF SOCIAL AND ECONOMIC CIRCUMSTANCES WITHIN THE OBJECT OF IMPROVING THEIR CONDITIONS IN LIFE IN THE SAID LOCATION AND IN SUCH OTHER PARTS OF THE UNITED KINGDOM OR THE WORLD AS THE TRUSTEES MAY FROM TIME TO TIME THINK FIT

Activities: Eikon is helping children and young people in Surrey to feel safe, heard and supported now and in the future. We listen, we talk, and we help young people with the skills they need to live their best life. And we work with families and professionals to make sure everyone gets the support they need.

Downloaded from opencharities.uk/ew/1109190

Classification

- **How:** Provides Human Resources, Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information, Sponsors Or Undertakes Research, Other Charitable Activities
- **What:** General Charitable Purposes, Education/training, The Advancement Of Health Or Saving Of Lives, Disability, The Prevention Or Relief Of Poverty, Recreation, Other Charitable Purposes
- **Who:** Children/young People, People With Disabilities, Other Charities Or Voluntary Bodies, Other Defined Groups, The General Public/mankind

Geography

- **Area of benefit:** WITHIN SURREY AND IN SUCH OTHER PARTS OF THE UNITED KINGDOM OR THE WORLD
- Surrey

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£2,817,279	£2,642,932	£1,098,825	66
2024-03-31	£2,586,379	£2,451,898	£924,478	63
2023-03-31	£2,018,130	£2,156,376	£791,912	64
2022-03-31	£1,838,601	£1,817,652	£937,514	60
2021-03-31	£2,495,792	£2,001,891	£918,222	49

Trustees

Name	Role	Appointed
Amanda Evelyne Stevens		2022-02-22
Debbie Susan Boughtflower		2024-05-21
Julie Gillis		2020-05-16
Kevin Andrew Young		2016-02-16
Michael Pyman		2023-05-09
Michelle Charnley		2025-05-20
Pauline McGee		2026-06-01
Rebeccca Frances Wakefield		2020-05-07

Downloaded from opencharities.uk/ew/1109190

THE EIKON CHARITY

England & Wales - Charity number 1109190

Accounts



The Eikon Charity

Annual Report and Financial Statements 2024/25



Contents

Being a young person today 2
How we are responding 3
CEO and Chair update 6
Our year at a glance 8
Our outcomes framework 10
Activities and performance 11
Develop, deliver and grow 12
- Children (6-11 year olds) 13
- Young people (12-18 year olds) 18
- Parents, carers and professionals 25

Influence through collaboration 32
Further strengthen our charity 34
- Safeguarding at Eikon 34
- Equality, diversity, inclusion and belonging (EDIB) 35
- Our staff and volunteers 36

Fundraising highlights 38
Plans for the future 44
Key risks and uncertainties 46
Governance, structure and management 48
Trustees' report and accounts for year ended 31 March 2025 51
Independent auditor's report to the members of The Eikon Charity 55
Statement of financial activities for the year ended 31 March 2025 59
Balance sheet as at 31 March 2025 60
Statement of cash flows for the year ended 31 March 2025 61
Notes to the financial statements for the year ended 31 March 2025 62
Special thanks 73

Being a young person today



"Being a young person today can feel really overwhelming sometimes. There's so much pressure to figure out who you are while constantly being judged, even for things like the music you listen to or how you dress. Everyone's trying to create an identity in a world full of content, but your choices can get picked apart by your own friends."

"Social media is a big part of our lives. It's how we talk to friends, but it's also where people say horrible things and spread toxic or extreme views, and it can be hard not to compare yourself to others. You see people our age being told to have a 'grindset'[1] like influencers in their 20s. It makes you feel like you're already behind or not doing enough."

"School doesn't help either. There's a huge amount of stress about grades and what you're going to do when you're older, even though we're still young and just want to enjoy life. Friendships can be intense too. We're all going through stuff and stuck together all the time, so it's easy to fall out or feel left out."

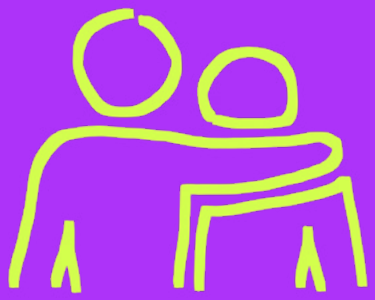
"Then there's stuff like body image, sexuality, and mental health. People pretend to be supportive, but not always in real life, especially in school, where it feels like you can't be honest without being labelled. And with all that going on, we're still aware of things like climate change and wars, but it already feels like we've got enough on our shoulders."

"Honestly, I do enjoy being young, trying new things, learning, not having to work, but sometimes it feels like there's just too much pressure to be everything at once."

Taken from an interview with a 14-year-old

1 **Grindset:** noun: "A "grindset" is a mindset focused on working constantly to achieve professional power and financial gain, to the exclusion of pretty much everything else in life. Characterised by an extreme focus on achieving materialistic goals, the grindset applauds the sacrifice of personal health and well-being in favor of professional and financial achievement." Co-authored by Jennifer Mueller, JD Reviewed by Allison Broennimann, PhD. Available at https://www.wikihow.com/Grindset accessed on 30th June 2025.

How we are responding



Young people today are growing up in a world that feels increasingly overwhelming. Alongside pressures at school, social media, and climate anxiety, many are also facing the harsh realities of poverty, family breakdown, housing instability, and ill health or disability. Some live with the stress about having enough food or a safe place to sleep. Others are caring for siblings or coping with the impact of trauma and loss. Many tell us they feel judged, exhausted or invisible. As adults, we recognise that life has become more complex and more challenging to navigate, and this is especially true for young people.

Everything we do is grounded in the core belief that every child deserves to feel safe, heard and supported.



Our values continue to guide how we respond:

- **We elevate and amplify the voices of children and young people**, shaping services around their experiences.
- **We act with compassion and without judgement**, offering care in a way that respects individuality and need.
- **We take responsibility for the part we play** in shaping young people's futures and influencing the systems around them.
- **We work together**, with families, schools, commissioners and communities, because collaboration creates lasting impact.

At Eikon, we listen. The voices of children and young people contribute to shaping our work. By sharing their experiences, they help us gain a deeper understanding of their lives. This, in turn, shapes how we respond, through immediate support, the design of preventative services and resources, and long-term system change.

And we act.

Deliver, develop and grow

We support thousands of children and young people across Surrey every year, while also enabling the adults around them to provide good care and guidance. Whether it's through safe spaces, one-to-one support, school-based clubs, group work or residentials, our dedicated staff and volunteers go above and beyond to be there when it matters most.

We are developing new services in response to emerging needs. Most notably, High Five!, our new programme for primary-aged children, is now fully underway, offering early support to build resilience and confidence before challenges take root. We are expanding delivery across communities, with tailored support for neurodivergent young people, LGBTQ+ groups, children experiencing high anxiety, and parents and carers navigating complex family dynamics.

Building on this work, we are also developing a new Family Wellbeing Service to respond to the rising and complex needs of parents and carers of children experiencing emotionally based school non-attendance (EBSNA), neurodevelopmental conditions, anxiety, behavioural challenges, and difficulties with emotional regulation. The service will offer tailored, evidence-informed support that combines practical guidance, system navigation, and resilience-building strategies.

Being agile is essential to who we are. As the world around children continues to change at pace, so too does our approach. We are responsive, flexible, and guided by what we hear and see every day.

BEING AGILE IS ESSENTIAL TO WHO WE ARE. AS THE WORLD AROUND CHILDREN CONTINUES TO CHANGE AT PACE, SO TOO DOES OUR APPROACH.

Using evidence to influence

We are investing in understanding why children are struggling, so we can respond in ways that make a lasting difference.

In 2024–25, our CEO took a three-month study leave to explore the root causes behind the rise in poor mental health among children and young people. The insights gathered have directly informed our new strategic direction and have laid the foundation for a dedicated **Evidence and Influence** function.

In the final quarter of the year, we began exploring how to structure ourselves for greater impact and started planning how to secure the funding needed to support this next phase. Our ambition is to apply what we're learning to influence systemic change, strengthen partnerships, and expand access to early help and preventative support across Surrey and beyond.



Strengthening our foundations

Alongside service delivery, we are building a stronger, more sustainable organisation. We are investing in safeguarding, staff development, clinical supervision, inclusion, and modernising our internal systems to meet growing demand.

We are also diversifying our funding base, in particular increasing our fundraising income, giving us greater freedom to respond to the needs of children and families.

Strategically, we are preparing for the future and are refreshing our longer-term direction.

All reaffirming our mission to:

- **Empower** children and young people to stay safe and well.
- **Enable** the adults around them to provide support.
- **Commit to be there** when young people need us most.

These pillars guide our work as we implement our 2025–28 strategy – expanding high-impact programmes, amplifying evidence and lived experience, and helping to shape a system that supports prevention, not just crisis response.

CEO and Chair Update



The past year has been one of both growing challenge and opportunity.

We are now operating in a time of significant national change. A new government brings fresh priorities, alongside the uncertainty of substantial structural reform within the NHS and local authorities. Amid these shifting sands, children and young people are facing intensifying pressures, including digital overload, academic stress, and social disconnection, which are contributing to a sharp rise in poor mental health[2].

And yet, we remain hopeful. Why? Because every challenge we face also reinforces why our work is essential.

At Eikon, we've responded with clarity and agility. We've adapted our strategy to be even more responsive to need. We've strengthened our commitment to prevention, early help, and systemic influence, so that children and families receive the right help at the right time. Our values - compassion, responsibility, and partnership - remain at the heart of our work and guide every decision we make.

We are supporting more children than ever, and doing so with growing insight and impact through investment in a new Evidence and Influence function. We've listened carefully to what young people have told us, and their experiences are shaping both our services and our strategy. And crucially, we've supported our people, because a resilient workforce is central to a resilient charity.

As the external environment grows more complex, our agility becomes even more vital. But we cannot, and will not, let the turbulence in the system be felt by the children who rely on us. Instead, we'll continue to support, nurture relationships, and provide spaces where children can be themselves.

We are grateful for every staff member, volunteer, partner, donor and friend who stands with us. It's your belief in what we do that allows us to deliver the right help, at the right time, to the children who need us most.

Thank you for continuing to walk alongside us.

Chris Hickford MBE – Chief Executive
Nigel Goddard – Chair of Trustees

2 NHS England, Mental Health of Children and Young People in England, 2023 – wave 4 follow up to the 2017 survey, 2023.


"I CAN
Smile
AGAIN"

Our year at a glance

Children supported with targeted one-to-one and group support...

1,079
Young children 0-11
(Read more P.13)

1,435
Young people 12 and over
(Read more P.18)

1,474
Professionals and parents/carers
(Read more P.25)

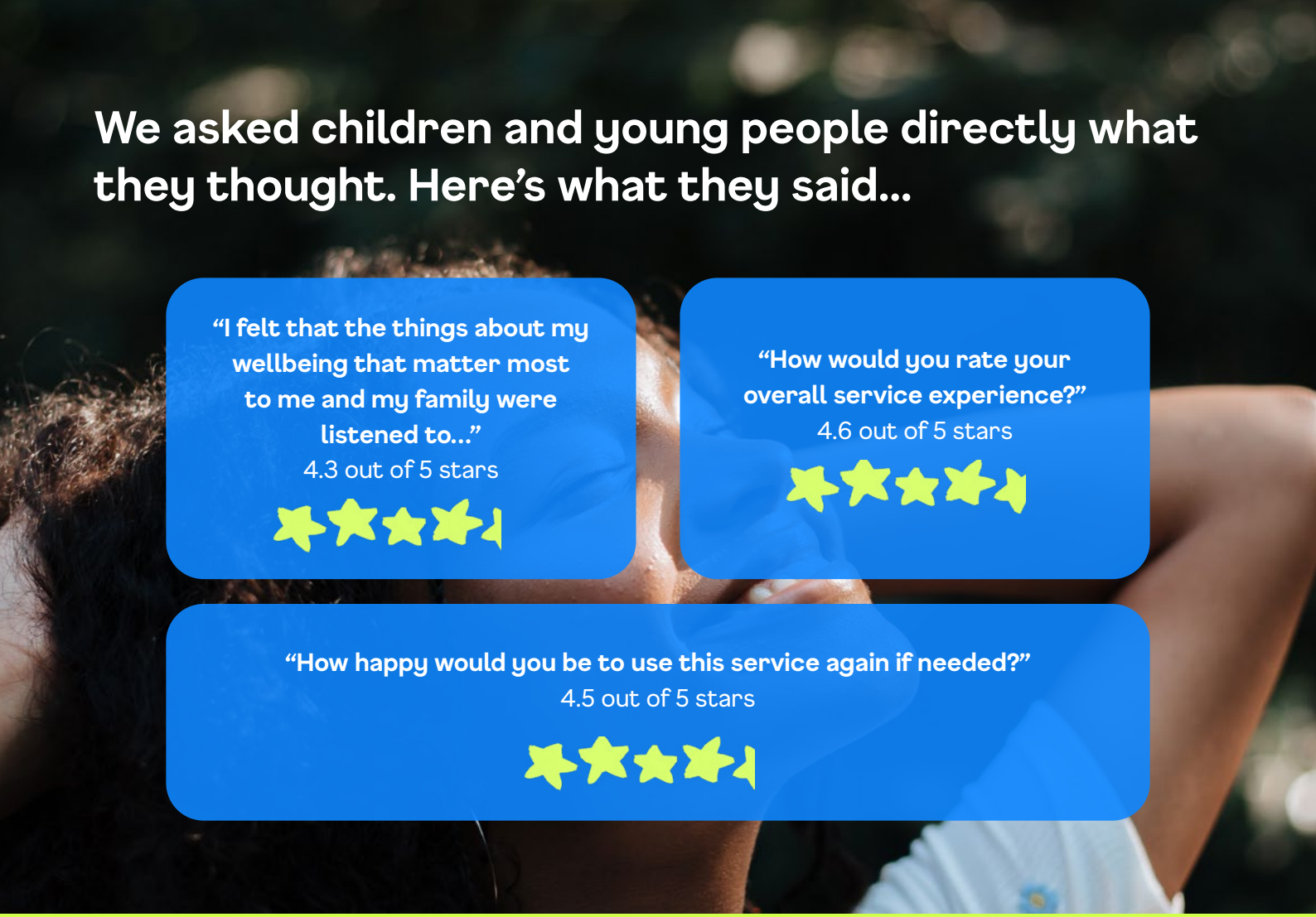
Empowered, with prevention work, an additional 17,290 through the Smart Moves® programme, an additional 609 through our Wellbeing Ambassadors programme.

Our core focus is to empower children and young people to understand and adopt tools and techniques to thrive early on. Where early help hasn't been enough or an issue is more deeply embedded, we provide support in a way that is right for the child or young person and their family.

Sometimes that will be one-to-one sessions, and sometimes that will be through group work. However it's delivered, we provide a judgement-free safe space and work with young people to find their own solutions.



We asked children and young people directly what they thought. Here's what they said...



"I felt that the things about my wellbeing that matter most to me and my family were listened to..."
4.3 out of 5 stars

"How would you rate your overall service experience?"
4.6 out of 5 stars

"How happy would you be to use this service again if needed?"
4.5 out of 5 stars

89% Agreed that "Eikon gave me the support that met my needs, at the right time".

89% "The support Eikon gave me improved my situation."

Support that lasts beyond our time together

91% "Eikon has given me the tools to help me make informed choices when it comes to my personal wellbeing in the future."

87% "I know which support networks are available to support me in the future."

96% "I would recommend Eikon to a friend who needed support."

Our Outcomes Framework

Eikon uses a consistent Outcomes Framework across all services to better understand and demonstrate the difference we make to the lives of young people. This comprises of Goal Based Outcomes and an Experience of Service Questionnaire. Developed in partnership with the Anna Freud Institute, Child Outcomes Research Consortium, Surrey Wellbeing Partnership, the Tavistock & Portman NHS Foundation Trust, the Eikon Safeguarding Team, and a Youth Engagement Panel, the framework ensures our support is meaningful, measurable, and shaped by young people themselves.

Goal Based Outcomes (GBO)

GBOs provide young people with the opportunity to set goals based on what they want to achieve. We track progress at the beginning, during, and end of our work, helping us understand the **distance travelled** and the personal impact of our support.

Experience of Service Questionnaire (ESQ)

The ESQ captures young people's voices at the end of support, using both qualitative and quantitative questions. Aligned with our organisational goals it provides us with insights in to our services alongside User Voice.



Why It Matters

Measuring outcomes helps us ensure we're doing what works. It keeps young people's goals and experiences at the heart of what we do, helping us continue to improve and advocate effectively.

Through the Activities and Performance section of this report, we have referenced both Goal Based Outcomes and Experience of Service Questionnaire answers for a selection of our services.



Activities and Performance

Over the past year, our dedicated practitioners have worked tirelessly across Surrey to provide consistent, trusted support to the children, young people, and families who need us most. This section showcases the breadth of our activities and the measurable difference we're making together. It also reflects our ongoing commitment to listening to young people, adapting to emerging needs, and collaborating with our partners to deliver meaningful and lasting change.

This year, we have laid out our Activities and Performance section around the three strategic objectives that guided our work in 2024-25:

- **Deliver, Develop and Grow**
- **Influence to Collaborate**
- **Further strengthen our Charity**

As we look ahead, our updated 2025-28 strategy builds on this foundation and sets out refreshed aims and enablers to guide our work into the future.

Deliver, Develop and Grow



Children (6-11 year-olds)

Who

Children aged six to 11 in Surrey, particularly those experiencing or at risk of developing social, emotional or mental health challenges. This includes children in primary schools, neurodivergent children, and those needing additional support with transitions, anxiety, resilience and confidence.

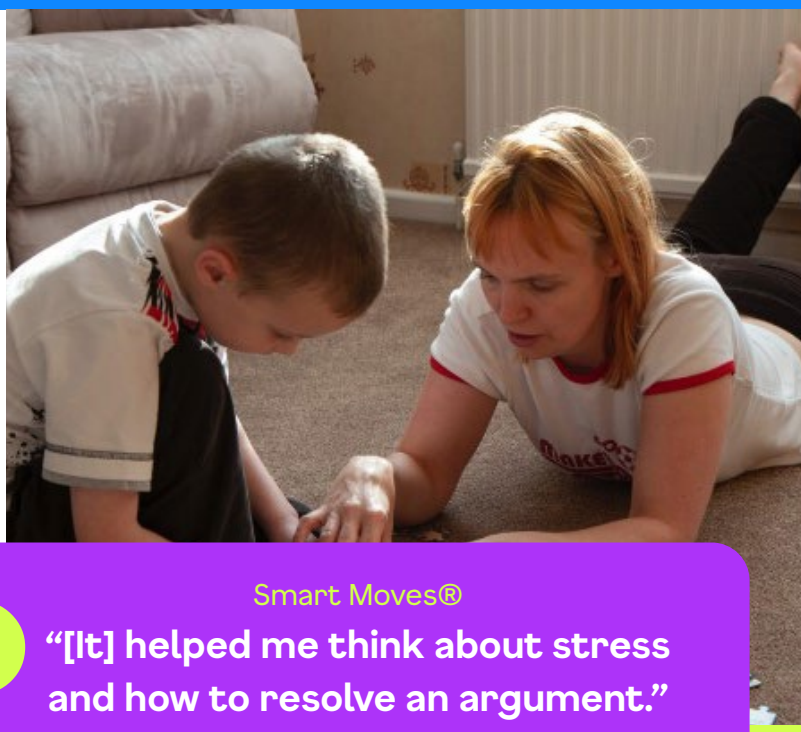
What

We deliver early, accessible, empowering support to children through:

- **One-to-one and group sessions** led by our Counsellors, Emotional Wellbeing Practitioners, Community Wellbeing Practitioners and Early Intervention Practitioners.
- Tailored programmes such as:
  - **Smart Moves®** , a teacher-led, evidence-based resource designed to help children in Years 6 and 7 build resilience and confidence as they navigate the transition from primary to secondary school.
  - **High Five!,** Eikon's early-intervention programme for primary-aged children, designed to build resilience, confidence and wellbeing before challenges take root. Delivered in schools and shaped by teacher, parent and pupil input, it includes wellbeing groups, assemblies, resources for families, and parent coffee mornings — all aimed at supporting children aged six–11 as they grow and prepare for secondary school.
- **Wellbeing Ambassadors**, empowering pupil voice on emotional wellbeing. After completing interactive training, ambassadors promote positive mental health among their peers by launching wellbeing initiatives, sharing tools like the Five Ways to Wellbeing, and contributing to a whole-school approach to mental health.
- **Making Links**, a group programme for neurodivergent children that supports social confidence and connection. Led by our team of Emotional Wellbeing Practitioners with specialist knowledge in neurodevelopment, Making Links brings together small groups of eight to 11-year-olds to meet peers with similar needs and participate in child-led, often sensory, activities such as baking and slime making. Run over ten weeks, the sessions are designed to help children build confidence when interacting with others, making new connections, and trying new things, while also enhancing their understanding and acceptance of their own and others' needs.

Why

Demand rose sharply. During 2024, there was a 157% increase in children under ten seeking mental health support in Surrey[3]. Without early support, these challenges can deepen, affecting education, wellbeing, and relationships well into adolescence. By building resilience and providing safe, supportive spaces from an early age, we equipped children with the tools to navigate life's challenges and thrive.



Smart Moves®

"[It] helped me think about stress and how to resolve an argument."

- 11 year old participant

How

Smart Moves®

In 2024-25, our Smart Moves resources were used by 17,290 young people across Surrey and beyond, at 187 schools during the year. This includes 2,250 Smart Moves booklets for Special Educational Needs and Disabilities (SEND). Aimed at pupils in Years 6 and 7, Smart Moves equips children with practical, learnable skills to help them navigate change with confidence. Through the lens of the Boing Boing Resilience Framework, pupils participate in teacher-led sessions that focus on building friendships, problem-solving, coping strategies, and taking personal responsibility.



Early Intervention Practitioners (EIPs)

During 2024-25 we established a new dedicated early help service for primary school-age children in Runnymede, Surrey Heath, and Waverley to support emerging social, emotional, and mental health needs. Our EIPs worked with schools for a full academic term, providing one-to-one support for Key Stage 2 children and small group targeted support for children in Key Stages 1 and 2[4].

High Five!

2024-25 saw the development and delivery of the programme across Runnymede and Elmbridge. Thanks to funding from the Community Foundation of Surrey, we aim to expand our reach over the next four years. We are also planning a teacher training programme to be rolled out in 2025, which will help ensure the long-term impact and sustainability of the programme.

High Five! was delivered in 14 schools across Surrey, supporting 285 children and young people, along with their parents and carers.

3 Surrey and Borders Partnership NHS Trust: Access and Advice Data, December 2024
4 Key Stage 1 covers children aged 5 to 7 in Years 1 and 2 of primary school. Key Stage 2 follows, for children aged 7 to 11 in Years 3 to 6, and completes the primary education phase before the transition to secondary school.

Wellbeing Ambassadors

Thanks to funding from Surrey's Emotional Wellbeing and Mental Health Alliance, this programme is available free of charge to schools in Surrey.

During 2024-25, we trained 609 Wellbeing Ambassadors at 38 schools. In July 2024, we hosted our first-ever Eikon Wellbeing Ambassadors Conference for primary schools, welcoming students and staff from six schools across Surrey. It was inspiring to see young people engaging in a variety of wellbeing activities and exchanging ideas with their peers. Use your phone's camera to scan the QR code and watch a video featuring staff and children from the Wellbeing Ambassadors Conference.



"I supported a friendship group in making more positive choices during playtime. We used role-play and reflection to help them make changes and recognise the choices available. We created rules that everyone agreed on, and they presented these to their class. I have since spoken to my contact at the school, who has said the changes have made a significant impact, and their playtime is now full of fun rather than consequences for negative actions."

- Eikon Early Intervention Practitioner

"My favourite thing about the group is all the activities we get to do and I get to see people like me every week."

- Young Person taking part in the 'Making Links' group

Making Links

During 2024–25, we supported 48 neurodivergent children through our 'Making Links' programme.

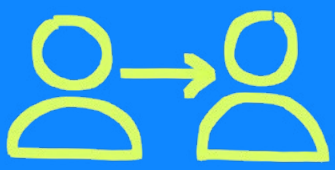
Children who were initially anxious or reluctant to attend often grew more comfortable and engaged as the weeks progressed. As one young participant said,

"Before I didn't want to come to the group, now I want to go every day."

- Young Participant

One-to-One and Group Work

One-to-one support remained a core part of our service in 2024-25, with 355 children under 12 being supported in this way. Our **Community Wellbeing Practitioners** and **Emotional Wellbeing Practitioners** supported children, young people, and their families in navigating challenges related to mental health and emotional wellbeing. In addition, our **Counsellors** provided both one-to-one and group support for children aged six and above, helping them manage emotions and develop positive coping strategies.



Goal Based Outcomes - Across all services

93% of children made a positive movement towards their goals.

66% of children made a meaningful change*.

* The Child Outcomes Research Consortium identifies a meaningful change as a goal that has improved by 3 or more points (on a scale of 0–10). Research and evidence support the belief that this reflects an immediate change and, furthermore, a sustainable change.

Who's Who at Eikon



Counsellors

Specialist professionals who offer safe, confidential spaces for children and young people to talk about their feelings, worries, and experiences. Counsellors work one-to-one or in small groups, using creative, behavioural and therapeutic techniques to help young people understand and manage their mental health. They are skilled in supporting more complex or intense difficulties, starting with children as young as six.

Emotional Wellbeing Practitioners (EWPs)

Practitioners who help young people explore challenges and build resilience in nurturing, informal environments. Using creative approaches, they support children to set personal goals and develop practical skills to improve wellbeing. EWPs offer one-to-one and group support, often as an alternative to more formal therapeutic services.

Community Wellbeing Practitioners (CWPs)

Practitioners who work closely with schools, health services and community partners to provide early help and joined-up support. They engage directly with children, young people and their families through individual sessions, group programmes, and community-based workshops. CWPs focus on reaching young people quickly and coordinating care across the different areas of their lives.

"Through our sessions, the young person recognised that his health anxiety was linked to being unwell, but that his underlying daily stress was much higher. By focusing on this, he noticed a big shift in perspective and a reduction in pressure, which led to improved mood and motivation overall. I was proud of his engagement and the positive impact it had on his life."

- Eikon Emotional Wellbeing Practitioner

Young People (12-18 year olds)

Who

Young people aged 12–18 across Surrey experiencing poor mental health, emotional distress, or at risk of anti-social behaviour or social isolation. Additionally, targeted support for young carers, neurodivergent individuals, and LGBTQ+ young people.



What

We support young people to feel safe, heard and equipped to thrive through:

- One-to-one and group support delivered in schools and the community.
- Targeted transition programmes on transition from primary to secondary school, school-based clubs and drop-in spaces.
- Specialist youth services in the community, including support for LGBTQ+ young people.
- Volunteer-led mentoring.
- Projects promoting social connection and reducing risk, such as **Safer Streets** and **We Move**.

Why

Young people today are navigating extraordinary pressures, from mental health challenges and identity struggles to caregiving responsibilities and experiences of social exclusion. Demand for support is high, and we respond early and collaboratively to reduce harm, prevent escalation, and build confidence and resilience for the future.

How

Youth Support Practitioners (YSP)

In 2024-25, our Youth Support Practitioners were embedded in two Surrey secondary schools, delivering tailored one-to-one support, safe spaces, and group activities for vulnerable young people, including young carers and Year 7 students. In September 2024, our Youth Support Practitioner led a transition programme at Fullbrook School, supporting new Year 7s in building resilience, confidence, and trusted relationships. Following positive feedback, the programme was extended, with all participants recommending it for future cohorts.

We also supported young carers through weekly clubs, social activities, including a Ninja Warrior trip, a visit to Goodwood Farm Estate, drama sessions, and a residential respite trip to Henley Fort. At Kings College, we worked alongside the Home School Link Worker to help the school achieve the Action for Carers Angel Award, recognising its commitment to young carers.

> "Eikon has helped me in many ways, including my self-confidence and how to take care of myself. I believe it is a really fun way and an effective way to help the Kings community – it has greatly improved my mental health, and I could not be more grateful."
>
> – Young Person supported by a Youth Support Practitioner at Kings College.

Early Intervention Coordinators

In 2024-25, our Early Intervention Coordinators (EICs) continued to focus on early help and prevention, supporting secondary school-aged young people as they faced emerging challenges. Working as part of the Mindworks Surrey Schools-Based Needs Team, our three EICs took 248 referrals from a cluster of secondary schools across Runnymede, Surrey Heath, and Waverley.

As key links between schools and Surrey's mental health services, they collaborated closely with colleagues from Surrey and Borders Partnership NHS Foundation Trust to ensure each young person received support tailored to their individual needs. Across the year, EICs provided 488 sessions of one-to-one support for young people and parents and carers, as well as 706 group sessions across 104 groups and school-based events.

Garden Club

Held regularly at the Eikon Hopes and Dreams Garden at Fullbrook School, our Garden Club provides students with a safe, calm space to connect, grow, and thrive. Throughout 2024-25, young people took the lead on projects, including making seasonal decorations, organising a Christmas quiz, and planting passionfruit seeds in the greenhouse. They also led on tidying the garden, planting bulbs, and even took on the challenge of crocheting pumpkin hammocks.

Garden volunteers supported students in themed activities such as harvesting and seed collecting, helping them take pride in growing their own food and encouraging healthy eating.



"Given opportunities to learn and make mistakes, the young people feel comfortable to be themselves and to share."

- Garden Volunteer

Volunteer Mentors

Our Volunteer Mentors supported young people in school for one-to-one sessions, providing a safe space for students to be listened to. A longstanding Eikon service, in 2024-25, we increased our number of mentors to 16 and continued to provide support in six schools in Surrey. We had 84 new referrals for support over the year across 459 one-to-one sessions, highlighting the continued demand for this service.



"Being able to volunteer in such a hands-on role gives me the opportunity to make a real difference to young people in need of support, and that's really rewarding. If we can help the next generation become happier and healthier, then we're all winners."

- Volunteer Mentor

Specialist Community Projects

This year, we continued to deliver our **Safer Streets** programme, commissioned by Runnymede Borough Council to engage, support, and empower young people living in Addlestone. The focus of this work was to collaborate with young people, particularly those involved in anti-social or risk-taking behaviours, to promote positive development and reduce harmful outcomes.

The programme was completed in Spring 2025, with 148 children and young people supported through group work, and 33 children and young people supported on a one-to-one basis.

The **We Move** pilot programme ran over the summer of 2024, designed under a contract with Runnymede Borough Council to support young people at risk of anti-social behaviour who would not engage in typical group settings. By helping them to build key skills such as resilience, teamwork, and self-esteem, we empowered young people to take a more proactive and confident approach to preventing, managing, and responding to emotional wellbeing challenges.

"The sheer amount of positive change that the groups have provided and we have seen across different age groups from Year 7 to 10 has been genuinely heart-warming to see."

- Secondary School Teacher

Summer Transitions

The **Summer Transitions Project** aims to help young people in Year 6 build their resilience and enhance their wellbeing as they transition from primary to secondary school. In 2024-25, we supported 19 Year 6 students to complete the project, helping them work towards their personal goals.

A young person reported that these sessions helped them with knowing who to go to for support, school routines, making good decisions, being organised, managing emotions, building confidence, overcoming challenges, and learning how to make healthy friendships. A parent told us that on his first day of school, their son "came back in good spirits, so the course worked perfectly as no nerves at all."



IAmMe

Thanks to a generous grant from The National Lottery Community Fund, we were able to increase our support for LGBTQ+ young people across Surrey. The funding enabled us to add extra sessions to our LGBTQ+ Youth Groups and organise day trips to keep young people engaged, connected, and supported. We're also pleased to have increased access to one-to-one emotional wellbeing sessions and counselling, delivered by our dedicated LGBTQ+ Practitioners, directly supporting 52 young people through one-to-one sessions and group work. We have scaled our partnership and engagement work, which has been critical for raising awareness of our services, connecting with external organisations and for referrals now and in the future.

"I generally feel happier after sessions... I can't wait for the next one."

Emotional and Community Wellbeing Practitioners

As highlighted on page 17, we have three teams providing one-to-one support in the community. Our support is tailored to each young person's individual needs, and our practitioners use a range of focused, evidence-based approaches to create nurturing spaces where children and young people can explore their anxieties and experiences. This support empowers them to set and achieve their own personal goals.

Heads Up!

Delivered in schools over eight weeks, Heads Up! helps young people gain a better understanding of their minds and bodies through games and interactive activities. Initially designed for students in Years 7 and 8, the programme has expanded due to its success over the past two years. It has since been adapted for use with Years 5 and 6, and this year, it has been further amended to support LGBTQ+ young people.

Over 2024-25, 296 children and young people attended Heads up! group sessions, delivering 1,776 moments of support.

"I believe that Heads Up! has given all our students the internal strength and confidence to make changes in their lives. I could tell you something positive about every child who was part of this programme. I would absolutely recommend Heads Up! to other schools. I want them to stay with us here forever! The impact that it has had on our students is tremendous."

- Teacher at school supported by our Heads Up! Programme

"This young person had developed a rigid nightly routine of checking plug sockets out of fear, which caused ongoing distress. Through our work together, we explored the root of his worries, looked at how his mindset was maintaining the cycle of anxiety, and gradually introduced a new approach. He began using a "worry window" each night - a designated time to acknowledge and park his worries instead of letting them control his routine. Over time, the need to check the sockets reduced, and now he no longer feels the urge to do it. He reports that the worries he once had have faded, and he feels more in control and less anxious. Seeing his confidence grow and knowing he now has tools to manage his worries independently was a very proud and rewarding moment."

- Eikon Emotional Wellbeing Practitioner

Goal Based Outcomes

Working with Eikon LGBTQ+ Practitioners

100% of children made a positive movement towards their goals.

100% of children made a meaningful change*.

Working with Eikon Emotional Wellbeing Practitioners

96% of children made a positive movement towards their goals.

71% of children made a meaningful change*.

Experience of Service Questionnaire

Safer Streets - 96% of young people said that 'Eikon has given me the tools to help me make informed choices when it comes to my personal wellbeing in the future.'

* The Child Outcomes Research Consortium identifies a meaningful change as a goal that has improved by 3 or more points (on a scale of 0–10). Research and evidence support the belief that this reflects an immediate change and, furthermore, a sustainable change.


"THEY GAVE ME
HOPE"

Parents, Carers and Professionals

Who

We work alongside parents, carers, and professionals who support children and young people across Surrey. This includes families of neurodivergent children and young people, early emotional and behavioural concerns, identity development, school-related challenges, and life transitions. We also work with school leaders, teachers, SENCOs, learning support staff, public health practitioners, and local authority colleagues.

Our collaboration with professionals also extends to colleagues within Mindworks Surrey and the Surrey Wellbeing Partnership, as well as public health professionals and local authority teams. Each plays a vital role in creating supportive environments that promote the wellbeing and development of children and young people.

What

We enable parents, carers and professionals to respond with confidence, knowledge and compassion, embedding sustainable support networks around children and young people. This year, we provided:

- **Group programmes and workshops** including High Hopes! and Finding Balance, helping parents and carers develop practical strategies and build resilience.
- **One-to-one sessions** for parents and carers of neurodivergent and LGBTQ+ young people, offering tailored guidance and support.
- **Coffee mornings, webinars and drop-ins** hosted by Early Intervention Practitioners creating welcoming spaces to share concerns and access advice.
- **Whole-school transformation** through Smart Schools, enabling leadership teams to embed mental health as a strategic priority.
- **Classroom-ready resources** like Smart Moves® and Smart Moves® Next Steps to support children transitioning into secondary school.
- Training for school staff to help embed **student-led initiatives** such as Wellbeing Ambassadors, equipping pupils to promote mental health within their school communities.
- **Specialist training and consultancy**, supporting professionals working with children who are neurodivergent, experiencing Emotionally Based School Non-Attendance (EBSNA), or at risk of poor emotional wellbeing.

We provide some of our services within **Mindworks Surrey** as a founding member of the **Surrey Wellbeing Partnership**.

Why

When children and young people struggle, families and educators often feel overwhelmed and under-resourced. Many parents and carers tell us they feel isolated, while professionals describe a lack of time and tools to respond to complex needs. By strengthening the knowledge, skills, and confidence of adults, we help create consistent, caring support systems that enable children to thrive.

One parent shared:

"As a parent, you can find some of the experiences young people face really confusing and unnerving. I am thankful for the parent sessions because they were a space where I could learn more about the journey my young person is on and know how to support them better. Thank you for providing me that space."

A teacher described:

"The training helped our leadership team reflect on our practice and push forward with confidence."

How

Our support this year included:

High Hopes!

We delivered an eight-week outdoor confidence-building programme for children aged 10–16 in partnership with Surrey Outdoor Learning and Development. Whilst young people built resilience through activities, their parents and carers participated in parallel support sessions and attended the final celebration. The event aims to bring together families for an intensive and transformative weekend where young people and their parents and carers can gain essential resilience skills. **Watch our short video to hear how our High Hopes programme supported Caitlin and her family.**



Finding Balance

This programme supported parents of children under 12 who experienced extreme stress responses. Families participated in online group sessions that explored stress triggers and communication, followed by tailored one-on-one conversations to help them apply their learning. Over the year, 96 families benefited from this programme.



Early Intervention Support

Our Early Intervention Practitioners hosted regular coffee mornings in schools, as well as webinars and drop-in conversations. These sessions provided a welcoming space for parents and carers to share their concerns, ask questions, and receive guidance.

Supporting Neurodivergent Children: Parent and Carer Workshops

We ran free five-week workshops in schools, covering key topics such as 'Identifying and Supporting Additional Needs,' 'Emotional and Mental Health,' and 'Navigating the System.' Parents and carers received information packs and had the opportunity to connect with others, share strategies, and learn from real-life experiences. Many reported increased confidence in supporting their children, a better understanding of their needs, and a stronger sense of community, along with reassurance that they are not alone.

LGBTQ+ Parent and Carer Support

Our LGBTQ+ Practitioners provided confidential one-to-one sessions to help parents and carers understand, affirm, and support their young people. This support significantly boosted young people's confidence in embracing their identities. 12 parents and carers were supported by our LGBTQ+ Practitioners, this included one-to-one support, direct parent work and signposting.

"One mum had a light bulb moment when I reminded her, she is the CEO of her life... Another realised she was comparing her daughters and made a shift. Home got smoother."

– Sarah, ND Practitioner

High Five!

The programme included follow-up parent sessions where parents and carers actively engaged in key activities their children had experienced and received a downloadable parent handbook, reinforcing wellbeing strategies at home. Gathering parent feedback was a vital part of the programme. We sought their insights on the course, their child's progress, and any areas where they would have appreciated further support.

Discovery Team

As part of Mindworks Surrey's Access and Advice Team, the Discovery Team directs referrals to the appropriate services. This includes referrals to Eikon's one-to-one or group support, as well as to partner services within the Surrey Wellbeing Partnership. During 2024-25, the Discovery Team signposted 3,994 young people to services, including those delivered by Eikon. 636 of these young people were supported by Eikon's Mindworks-funded services.

"The signposting has helped us connect families to the right support at the right time, without delay."

- Discovery Team Partner Practitioner



Smart Schools

Over the past year, we collaborated with senior leaders from 40 schools as part of our Smart Schools programme. We carried out a comprehensive audit and worked together to set a 'whole school approach' goal. We created tailored sessions to build action plans, assess risks and measure progress towards these goals. This was achieved through meetings, training sessions and reflective supervision. By working with these schools, we fostered environments that are supportive and understanding of mental health and wellbeing issues. This approach enabled children, young people, staff, parents and carers to feel supported and to thrive.

"The training helped our leadership team reflect on our practice and push forward with confidence." - Headteacher, Surrey Secondary

Smart Moves®

As detailed on page 14, Smart Moves® is a programme that helps children transition from primary to secondary school. During 2024 -25, we supplied teachers with guides to facilitate lessons related to the programme. These guides equipped teachers with the information they needed to plan and deliver a series of short, evidence-based sessions, ensuring that young people developed the resilience and confidence necessary for stepping up to secondary school. These resources were used by 17,290 young people across Surrey and beyond at 187 schools during the year. This includes 2,250 SEND booklets.

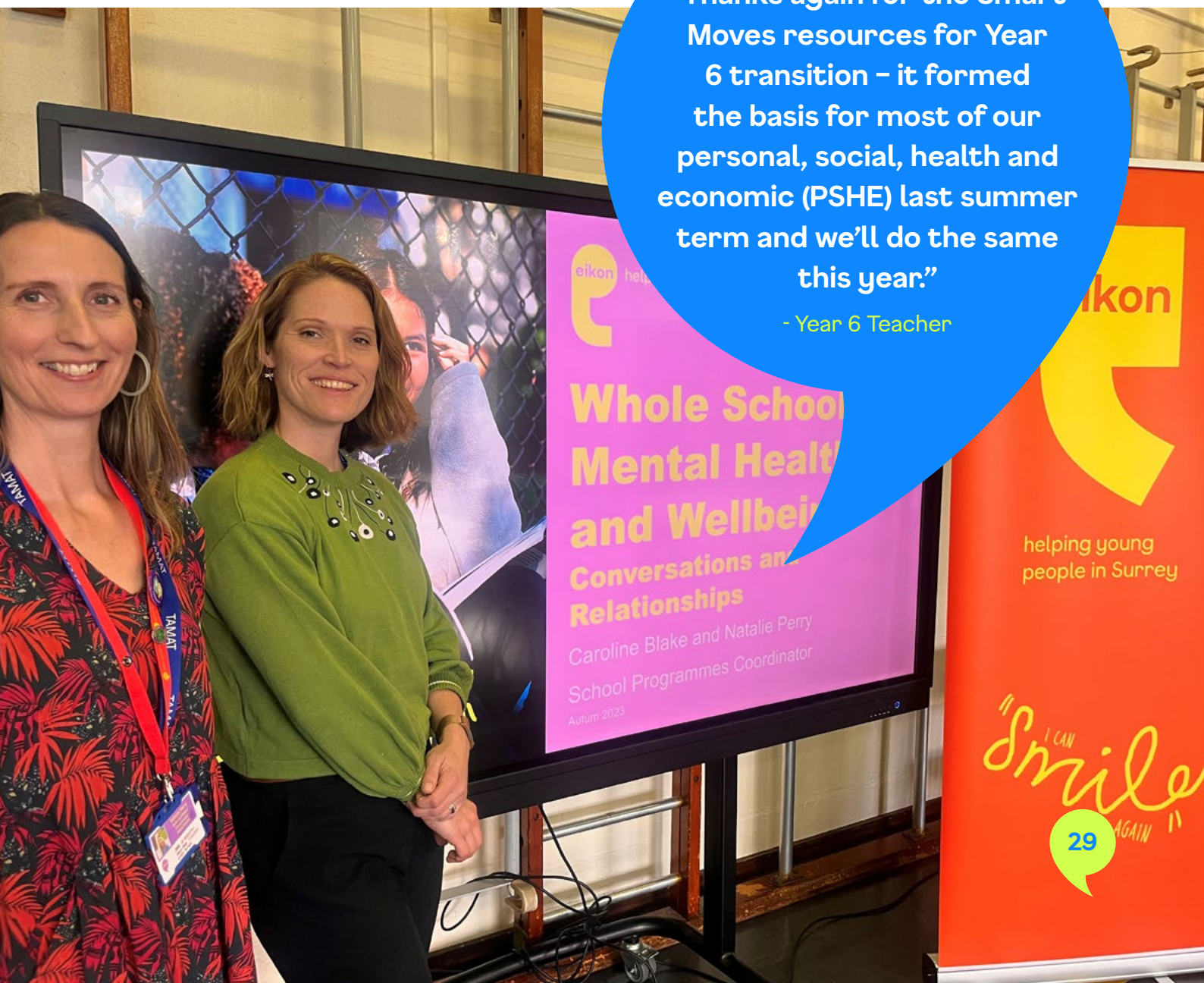
Wellbeing Ambassadors

We train pupils to become wellbeing leaders in their schools through interactive workshops, supported by Eikon practitioners. To ensure long-term impact, we equip school staff with guidance and a complete resource pack to help embed the programme into school life. The training is available both in person and as a downloadable toolkit, enabling teachers and professionals to champion wellbeing alongside their student ambassadors confidently.

Smart Moves®

"Thanks again for the Smart Moves resources for Year 6 transition – it formed the basis for most of our personal, social, health and economic (PSHE) last summer term and we'll do the same this year."

- Year 6 Teacher





"I just want to express my deepest gratitude to Georgie for the incredible support she provided through Eikon. My daughter was really struggling with anxiety, and as a parent, it's heartbreaking to feel helpless. My daughter was booked in to see Georgie, and after a couple of sessions, she suggested that I take part in some online classes designed to support my daughter."

"I'll be honest, I was sceptical at first. I genuinely felt like I had already tried everything. I even thought I might have to tell a few white lies just to report back some kind of progress. But what I didn't expect was for the classes to make such a huge difference."

"The change in my daughter has been beyond anything I thought possible. She started hitting goals that, at one point, I wasn't sure we'd ever achieve. And these weren't small steps, they were significant milestones."

"Georgie is absolutely incredible at what she does. Her support, understanding, and expertise have not only helped my daughter but have also empowered me as a parent. I will always be thankful for the care and dedication she showed throughout the process. She truly made a difference in our lives."

- Parent of young person supported by an Emotional Wellbeing Practitioner

Experience of Service Questionnaire

"I am a Parent or Carer and My Child has received support" > **"The fact that things my son would benefit from was verbalised to the school finally."**

"I am Teacher or Member of the Support Staff and My Pupil(s) has received support"

"All children were very positive about engaging with the support. Pupils were able to report strategies that they have learned. There have been indicators that the support has had a positive impact."

"I am a Head Teacher or SENCO"

"Being able to extend our provision in terms of offering friendship group / emotional wellbeing support... Having an external contact to reach out to to ask for advise / resources...It has been a pleasure to work with Eikon."

How We're Scaling Up

Eikon has developed a **Family Wellbeing Service**, set to launch in 2025. This new initiative will offer bespoke, evidence-informed support for parents and carers of children with:

- **Emotionally Based School Non-Attendance (EBSNA).**
- **Neurodevelopmental conditions.**
- **Anxiety and behaviour concerns.**
- **Resilience and emotional needs.**

Initially piloted in Elmbridge and Runnymede, the programme will be scaled across Surrey over five years, aligned with our early help strategy.

We are also collaborating with YMCA East Surrey to deliver tailored one-to-one and group support for families. This programme will provide advice and support through group work and tailored one-to-one sessions with parents or carers on how to support their child's emotional wellbeing and mental health challenges.

By equipping parents, carers and professionals with strategies, resources and confidence, we build communities where children feel understood and supported – at home, in school, and everywhere in between.



Influence through Collaboration

We know that direct support can change lives. But to help more children and young people stay well, we must also influence the systems and environments that surround them. That's why, alongside developing and delivering services, we have invested time and energy this year in building partnerships and sharing learning across Surrey.

Working Together in Practice

Over the past year, we collaborated closely with a wide range of partners to deliver more integrated support for children, young people, and families. This included:

- **Surrey County Council:** Working together on the PINS project (Partnership for Inclusion of Neurodiversity in Schools), helping schools create more inclusive environments for neurodivergent children.
- **Surrey Youth Focus:** Co-hosting communities of practice events across the county, bringing professionals together to explore how best to support neurodivergent young people. Together, we also participated in the Royal Holloway University Festival of Social Science, contributing to an event exploring the risks and benefits of social media for young people.
- **Royal Holloway University, Surrey Youth Focus and Mindworks:** Creating and delivering the first EBSNA Conference, focusing on emotionally based school non-attendance.
- **Runnymede Borough Council:** Developing new approaches to supporting local young people and families.
- **Within Mindworks Surrey:** Contributing to participation and co-production work and supporting Whole School Approach initiatives.
- **Surrey Wellbeing Partnership:** Taking part in 'ways of working' groups to promote consistency and shared learning across services.

These collaborations reflect our belief that when we work together, we can create change that extends beyond individual support. We are working together to build stronger systems around every child.





From Insight to Action

We also began to explore the bigger picture behind rising levels of declining mental health among children and young people.

Through focused research led by our CEO, Chris Hickford, we sought to better understand the social and environmental changes affecting children's wellbeing. The findings, shaped by global evidence, lived experience and practitioner insight, are already influencing our strategic direction.

We found that changes in childhood experience over the last decade have been profound. From the pressures of a competitive education system to the shift from childhood being play-based to mainly tech-based, many children are growing up with fewer opportunities for connection, freedom, and resilience-building play. These insights have helped renew our focus on what matters most.

We are using what we've learned to:

- **Develop new services and tools for parents and carers**, recognising their role in creating environments where children can stay well and thrive.
- **Expand services for younger children**, including through our High Five! programme, which builds resilience in primary-aged pupils.
- **Lay the groundwork for a knowledge exchange event**, bringing together researchers, practitioners and policymakers to share learning and shape action on the root causes of the crisis.
- **Share our early help and prevention model** with broader audiences, positioning Surrey as a potential testbed for scalable, evidence-led approaches.

This work reflects our belief that the rising need we see is not inevitable: decisions, systems, and culture influence it, all of which can be changed.

We know change doesn't happen overnight. However, by combining real-world insight with strategic action, we are helping to shape a future in which more children stay well and fewer reach a crisis point.

Further strengthen our charity

Safeguarding at Eikon

Safeguarding remains at the heart of everything we do. We remain focused on ensuring that all staff and volunteers are equipped to protect and promote the welfare of children and young people.

Our safeguarding approach is robust, with comprehensive policies and procedures that are regularly reviewed and updated annually. These procedures reflect not only statutory requirements but also the evolving challenges faced by children and families in today's world. Safeguarding is not a standalone practice at Eikon; it is deeply embedded in our organisational culture and everyone's responsibility.

This year has presented new and complex safeguarding challenges. In response, we have remained agile and proactive in updating our practice and delivering relevant training. Our approach is informed by regular staff feedback, internal data trends, and national safeguarding developments. This year, our most recent training initiatives were implemented directly in response to feedback from frontline teams, ensuring our workforce remains both responsive and well-supported. Following a noticeable increase in domestic abuse disclosures, we provided targeted staff training to ensure our teams feel confident and competent in recognising and responding to these issues.

We remain active participants in multi-agency safeguarding networks across Surrey. Our Designated Safeguarding Manager regularly attends the local authority safeguarding sector meetings, ensuring that Eikon has a voice in the wider safeguarding landscape and stays aligned with current strategies and legislative updates.

Our SafeLink group includes representatives from teams across Eikon and meets regularly to discuss safeguarding themes and issues. A key focus has been on strengthening support for parents and carers who are often the first line of defence in managing online risks and establishing healthy digital boundaries with their children.

Looking ahead, we remain committed to data-driven decision-making, reviewing trends in safeguarding concerns and service usage to identify areas of increased need.

In a year marked by increased complexity and demand, we are proud to have maintained a safeguarding approach that is dynamic, informed, and rooted in care for the young people and families we support.

Equality, Diversity, Inclusion and Belonging (EDIB)

Equality, Diversity, Inclusion, and Belonging (EDIB) remain central to our identity and culture at Eikon because we know that when our people feel safe, respected, and able to be themselves, they can do their best work in supporting young people.

In 2024–25, we deepened our commitment to this work, becoming more intentional in embedding EDIB across all aspects of organisational life.

The EDIB steering and working group continued to play a pivotal role in shaping and guiding this progress. Through regular discussions, practical actions, and ongoing reflection, the group has helped ensure that EDIB is not a stand-alone initiative, but a golden thread woven through everything we do.

Strengthening Participation and Representation

We actively worked to increase the visibility and representation of staff within the EDIB group. By offering multiple pathways for involvement, whether through attending meetings, providing feedback, or sharing resources, we ensured that participation was as inclusive and accessible as possible.

Promoting Awareness and Learning

We created more touchpoints throughout the organisation to increase understanding of EDIB and its impact. This included championing learning moments from lived experience. For example, after a practitioner attended a session on cultural inclusion, the learning was cascaded across the organisation via a shared video, followed by a discussion in the EDIB group. This single experience inspired plans that are now being integrated into our wider development strategy.

We are also proud to have started developing a dedicated EDIB strategic plan. This plan enables us to intentionally link EDIB with other priorities and ensure the work remains live, reflective, and responsive to the needs of our team and the communities we serve.

Listening and Responding

We know that creating a culture of belonging means listening, genuinely and consistently. Our Wellbeing Group continues to play a vital role in this, with the introduction of an anonymous feedback tool that provides a safe and confidential space for staff to share their experiences and ideas. The Wellbeing Group monitors this tool and ensures all voices can be heard, even when conversations feel difficult. It helps surface themes that inform action, supporting a culture of trust, inclusion and continuous improvement.

Together, these efforts reflect our belief that everyone at Eikon should feel safe, valued, and able to bring their whole selves to work. We're proud of the progress we've made, and we remain committed to learning, listening and growing, so that EDIB is not just what we say, but who we are.

Our Staff and Volunteers

The talent, dedication and compassion of Eikon's staff and volunteers once again made a profound difference to the lives of children and young people this year. Our people achieved excellent outcomes by working together with a shared purpose: helping young people thrive.

We saw stronger teamwork across the organisation and deepened collaboration with external partners. Our culture of support and belonging continues to grow, bringing our mission to life through everyday action.

In June 2024, we marked Volunteer Week with a celebratory afternoon tea in the Eikon Garden, our opportunity to say thank you to the volunteers who generously give their time, skills and energy in support of young people. Their contribution remains invaluable.

We also continued to strengthen our volunteer mentoring programme, supported by our Volunteer Mentor Manager. Volunteers bring a powerful presence into schools, offering young people the empathy, guidance and encouragement they need to believe in themselves.



We are fortunate to have volunteers who nurture our Hopes & Dreams Garden each week, and those who support us in the office, helping the charity run smoothly behind the scenes. Their time and care make a tangible difference, whether creating a welcoming space for young people to find calm and connection, or ensuring our teams are well supported in their work.

We are also grateful to our Board of Trustees, who freely give their expertise and commitment to guide Eikon's direction. Like all our volunteers, their generosity of time and wisdom helps ensure that more children and young people can thrive.

Over the summer of 2024, our whole team came together for a highly energising away day focused on connection and learning.

Sessions included:

- **Understanding participation** – utilising the Lundy model[5] to explore how children's voices can be heard and influence decisions that affect their lives.
- **Wellbeing in action** – bite-sized activities throughout the day showed how simple, accessible steps can make a real difference to everyday wellbeing.
- **Deepening understanding** – examining the root causes of mental health decline in young people and the essential role of youth work, and also the benefits of community engagement.

5 https://corc.uk.net/the-lundy-model-of-participation/ (accessed 14th July 2025).

Employee Pay and Benefits

We continue to support our people with a competitive, fair pay and benefits framework. Using a respected external job evaluation and benchmarking tool, we ensure salaries remain aligned with sector expectations and the value of each role. In April 2024, we implemented a cost-of-living pay increase to help with rising expenses.

We operate a high-trust hybrid working culture that empowers staff to balance their professional commitments with personal wellbeing. This approach combines the benefits of in-person collaboration with the flexibility of remote working, recognising that our team members have diverse needs and circumstances. By trusting our people to manage their time and responsibilities effectively, we foster a culture of accountability and respect, where everyone feels valued and supported to thrive. We continue to review and adapt our working practices to ensure our approach remains responsive, inclusive and sustainable.

To further promote wellbeing, our Wellbeing Group hosted a 'Take a Moment' event in February 2025 – an opportunity for staff and volunteers to connect, pause and try out practical self-care ideas.

Our Employee Assistance Programme remains in place for staff, volunteers and their families, providing access to 24/7 support. Clinical supervision remains available to those working directly with children and young people, acknowledging the complexity and emotional weight of their work.

Leadership and Development

This year we successfully recruited talented individuals into new project roles and celebrated a number of internal promotions and development moves. Swift and effective recruitment enabled us to fill vacancies with skilled, mission-aligned people. We're proud of our focus on talent development and the career progression opportunities we provide. By nurturing internal growth and supporting external development goals, we build an agile and confident team ready to meet the needs of young people.

We're proud of the skill and dedication across the organisation, and we're investing to develop it further. Throughout the year, we built planning and strategy capability across teams. In March 2025, we brought managers and leaders together to enhance organisational planning for 2025–26. These collaborative sessions sharpened integration across workstreams and encouraged joined-up thinking.



Recognising the increasingly complex landscape in which we operate, we continued to embed coaching and clinical supervision as essential supports for leaders and practitioners working in a volatile, uncertain, complex, and ambiguous environment.

Looking ahead, we're excited to grow our learning offer, with ambitions to roll out more consistent role-specific training and clear career development pathways for all.

Fundraising Highlights

Our donors and fundraisers are essential to ensuring children and young people get the support they need, when and how they need it.

Trusts and Foundations

Grants remain our largest and most stable source of voluntary income, providing both unrestricted and project-specific funding that is vital to our work. We're incredibly fortunate to be supported by a wide range of national, regional, and local grant-makers, and we're deeply thankful for their continued commitment to children and young people in Surrey.

We are especially grateful to those funders who demonstrate long-term trust in our work by awarding multi-year grants. These commitments are invaluable; they bring financial and employment stability and enable us to plan for the future with confidence. We'd like to thank The National Lottery Community Fund, Community Foundation for Surrey, William Wates Memorial Trust, Walton Charity and St. James's Place Charitable Foundation for this steadfast support.

We also welcomed new partners to the Eikon family, including the Openwork Foundation and the John Coates Charitable Trust. We are excited to begin working with you and look forward to the journey ahead. We are also so grateful to those such as Guildford Poyle Charities who continue to support us year-on-year.

Matched funding has played a critical role in increasing the impact of our campaigns. We're especially thankful to the Reed Foundation for their continued support of The Big Give Christmas Challenge, helping us unlock further generosity from the wider public.

Finally, we'd like to acknowledge the value of unrestricted grants in enabling us to stay responsive to children's needs. These flexible funds, such as those from the Garfield Weston Foundation, allow us to act swiftly and invest in core services where the need is greatest. We are immensely grateful for the trust this represents.

Thank you

Major Donors

We can only support as many young people as we do thanks to a deeply committed community of long-term supporters. These individuals are at the heart of Eikon's mission, and each year, this group grows stronger, united by a shared determination to ensure that local children are safe, heard and supported.

Many of our major donors choose to provide **unrestricted funding**, allowing us to direct vital resources wherever they are most urgently needed. But their impact doesn't stop there. Their support often extends far beyond financial contributions, whether by forging new introductions, volunteering their time, or helping to raise awareness through events and advocacy.

One particularly memorable example of this commitment occurred in April 2024, when a group of six supporters – led by Eikon's CEO, Chris Hickford MBE – undertook the formidable **Walk the Wight** challenge. They completed the 35-mile coastal route around the Isle of Wight in under 10 hours, climbing a total ascent even greater than Ben Nevis.

Their efforts raised substantial funds from across their networks, further strengthening Eikon's ability to be there for children and young people.

The generosity of our major donors has supported a range of essential services and projects this year, including **clinical supervision and safeguarding**, as well as the ongoing development of Eikon's **Hopes & Dreams Garden** – a place of growth, calm, and transformation for the young people who visit it. We are especially grateful for the donors who have chosen to 'support the supporters', recognising the importance of wellbeing for the adults who care for and work with children every day.

Over the past year, we've also created more opportunities for our dedicated donors to connect, exchange ideas and inspire one another. Their continued belief in Eikon's work is a powerful force for good, helping us to equip the next generation with the skills, confidence and support they need to thrive.



Community Support

The incredible generosity of our local community continually inspires us. From schools and churches to sports clubs and local groups, their collective support is vital in helping us reach children and young people across Surrey. These community champions raise funds, spread awareness, and create a lasting impact through their energy and commitment.

This year, we were honoured to receive support from:

- **Woking District Rotary**, who donated £4,000 toward our Youth Support Practitioner programme
- **Christ Church Esher**, whose Christmas Appeal raised £2,000

We were also touched by the creative and thoughtful ways local organisations chose to give. Some marked **Christmas Jumper Day** by raising funds in their workplaces, while others **donated in lieu of client gifts**, sharing Eikon's story through their Christmas cards and deepening awareness of our mission.

Looking ahead, we are thrilled to have been chosen as the **Clandon Regis Golf Club Captains' Charity of the Year**. Planning for our annual golf day, set to take place in the following financial year, began in earnest this year, including confirmed sponsorships from **Vail Williams, Xpress Legal Services**, and **Stanhope-Seta** as our main sponsor. The men's team captain is also running the **London Marathon** for Eikon, an inspiring show of dedication and belief in our cause.

Our heartfelt thanks to everyone who took the time and effort to support Eikon, you are an essential part of our story.



Corporate Partnerships

Our corporate partners play a crucial role in enabling us to deliver impactful work across Surrey. This year's partnerships demonstrated the powerful difference that business communities can make when they invest their resources, energy, and goodwill in supporting children and young people.

Highlights include:

- **Vail Williams**, who selected us as their Regional Charity of the Year for the first of two years. Their fundraising efforts included two bike challenges and the Denbies Santa Run, with further contributions planned through our upcoming golf day.
- **Skipton Pride Alliance**, who selected Eikon out of a shortlist of 15 UK wide charities and whose generous donation is supporting LGBTQ+ inclusion and wellbeing.
- **Waitrose**, whose continued commitment raised funds through community grants and bucket collections across six Surrey branches this year.

We are incredibly grateful to all our corporate partners for their commitment and generosity. Their support provides vital funding that enables us to be there for children and young people when they need us most.

Campaigns and Events

Our fundraising campaigns and events remain a powerful way for individuals and organisations to connect with Eikon's mission, raising vital funds and spreading awareness of the importance of early support for children and young people. This year, supporters went the extra mile, sometimes literally, to make a difference.

London Marathon

In April 2024, we were lucky to have **14 incredible runners** take on the London Marathon in support of Eikon. This flagship challenge event raised **over £30,000**, a phenomenal contribution that will directly support our frontline services.





Denbies Santa Run

We returned once again in December to the scenic trails of **Denbies Wine Estate** for our annual **Santa Run**. **31 walkers and runners**, braving cold and rain and sleet in festive attire, raised **over £3,000** to help children and young people across Surrey thrive. It was a wonderful reminder of how fun, community spirit and purpose can come together to create meaningful impact.

Christmas Star Appeal

New this year was our **Christmas Star Appeal**, which added a creative and personal touch to our festive fundraising efforts. Featuring hand-decorated stars designed by children and young people we support, the appeal raised **£1,000**. These stars carried messages of hope, resilience and imagination, and offered donors a powerful connection to the young people whose lives they are helping to change.

Matched Funding Campaigns

We also successfully delivered two major matched funding campaigns through **The Big Give: Kind2Mind in May** and the **Christmas Challenge in December**. Together, these appeals raised **£30,000**, with donations generously doubled by matched funders, including the **Reed Foundation**. This powerful incentive continues to resonate with supporters, encouraging even greater generosity when it matters most.

Fundraising with a Difference

Among the year's more daring efforts was a **supporter who took to the skies** for a sponsored skydive. Plummeting from thousands of feet to raise funds for Eikon, they demonstrated the extraordinary lengths our supporters will go to in helping children feel safe and supported.

These events and campaigns reflect the creativity, passion and commitment of our community of fundraisers. Whether taking on a marathon, leaping from a plane, or decorating a star, each act of support helps us continue to be there for young people when and how they need us most.


tcs
eikon
TATA
CONSULTANCY
SERVICES
#WeRunTogether
22337
MEDAL
MED, FITTED
new balance

Plans for the Future



The world that children and young people are growing up in is changing, and so must we.

We are proud of the achievements we made in 2024–25. But the challenges young people face are deepening. From the pressure of academic expectations and social media to mental health concerns and uncertainty about the future, children are navigating a complex and often overwhelming world. In this context, Eikon's role, providing early, empowering, and effective support, has never been more critical.

Using evidence to drive greater impact

As the landscape around us shifts, we remain committed to being agile, informed, and effective. That's why we are establishing a dedicated **Evidence and Influence** function. This investment builds on research initiated over the past year and is designed to turn insight into action.

This new function will draw together service data, lived experience and external research to:

- **Undertake independent assessments of our services** and those delivered by partner organisations, strengthening the case for early intervention and prevention.
- **Build a clearer picture of the support available across Surrey**, identifying gaps, good practice and opportunities to work more effectively together.
- **Develop partnerships with national bodies** so that the learning generated can contribute to wider thinking and policy decisions over time.

Through this work, we hope to champion a more preventative approach to children's mental health. One that prioritises timely, relational support and reduces the need for crisis interventions. Ultimately, this is about ensuring that evidence not only informs our services but also helps shape a system in which more children can grow up feeling safe, confident and well.

Strengthening Participation and Voice

Building on the principles of the Lundy Model of Participation[6], which emphasises voice, space, audience and influence, we will continue to create meaningful opportunities for young people to shape decisions about their support and our wider strategy. This includes strengthening their role in co-designing and evaluating services, ensuring their insights inform our Evidence and Influence work, and amplifying their

6 https://corc.uk.net/the-lundy-model-of-participation/

perspectives in our communications.

By placing participation at the heart of our plans, we aim not only to respond to emerging needs but to empower children and young people to be active partners in shaping the systems and environments that affect their lives.

Shaping better support systems

Our 2025–28 strategy outlines a clear ambition: to play a leading role in transforming the wellbeing landscape for children and young people by working collaboratively to influence systemic change, locally and beyond.

We want to better understand what's driving poor wellbeing in children, what early help looks like when it works, and how services can connect more effectively so that support is timely, joined-up, and impactful.

To support this, we will:

- Strengthen and grow preventative services.
- Expand our offer to parents and carers, equipping them with practical tools, emotional support and opportunities for peer connection.
- Deepen collaboration across the wider system to reduce fragmentation and improve the consistency of support.
- Invest in our people, infrastructure and systems so that Eikon remains resilient, inclusive and able to respond to need.

All while committing to be there

At the same time, we will continue to respond directly to demand. We recognise that more young people are facing increasingly complex challenges, and we will be there, with compassion, consistency, and expertise, when they need us most. While we are committed to growing our prevention work and influencing system-wide change, we recognise this is a multi-year endeavour that will proceed alongside our continued delivery of essential direct support for young people facing acute challenges.



Key Risks and Uncertainties



We take risk management seriously at Eikon and are committed to identifying, assessing and mitigating risks in ways that balance organisational resilience with the needs of our services and the young people we support.

To underpin this, we have a robust risk management framework in place, including:

- Clear safeguarding and risk management policies with detailed procedures to keep young people safe.
- Appointed Risk Champions from our Board of Trustees.
- A strategic, themed overview of risks that highlights sector trends and external developments, regularly reviewed by our trustees.
- A formal risk register, with each risk assigned to an owner, along with identified mitigation actions, and assessed for impact and likelihood.
- Comprehensive risk assessments across all key activities.
- A business continuity plan to ensure service delivery in the face of significant disruption.

At the close of the 2024–25 financial year, our risk register comprised ten principal risks. Each was regularly reviewed by the senior leadership team and discussed in depth by our trustees. Risks are aligned with the appropriate Board Committees, with the Governance and Risk Committee providing bi-annual oversight of the full register, reporting into the Board.

The top three principal risks as of year-end are summarised below, along with the strategies in place to mitigate them. These risks are also reflected in our 2025–26 annual plan, ensuring they are actively addressed in our forward planning.



Risk Title	Risk Description	Key Control and Mitigations
Service Development	Strategic development of services may outpace organisational capacity, leading to untested or unsustainable growth.	• Strategic planning processes enhanced and embedded • A development model integrated into organisational ways of working • Continuous monitoring, evaluation and adaptation of service delivery • Stronger alignment between service and fundraising teams • Strategic focus on youth participation practices
Contract and System Management	Failure to deliver or manage services as outlined in the annual plan or contract agreements.	• Detailed service delivery plans and outcome tracking • Integrated feedback loops using user voice data • Active involvement in Surrey Wellbeing Partnership and Mindworks Alliance • Investment in case management systems for improved data insight and reporting
Finance and Fundraising	Insufficient income from fundraising or other revenue sources, leading to unsustainable depletion of reserves.	**Finance:** • Monthly financial monitoring and reporting to trustees • Quarterly forecasting to anticipate and address potential shortfalls **Fundraising:** • A monitored voluntary income strategy aligned to organisational plans • Project-specific bids to fund priority service expansion

We are confident that our governance structures and ongoing oversight by our trustees enable us to respond swiftly and effectively to emerging risks. Our approach ensures that Eikon remains a resilient, adaptable organisation—always ready to be there for the children and young people who need us most.

Governance, Structure and Management

Legal and Administrative Information

Current serving trustees

- Nigel Goddard, Chair
- Anneke de Boer
- Debbie Boughtflower (appointed 21 May 2024)
- Michelle Charnley (appointed 20 May 2025)
- Julie Gillis
- Richard Moseley
- Michael Pyman
- Amanda Stevens
- Rebecca Wakefield
- Ian Watson
- Kevin Young, Finance Trustee

Other trustees who served during the year

- Cristiana-Maria Evans (resigned 7 August 2024)
- Stefanie Verdorfer (appointed 21 May 2024; resigned 4 July 2025)

Chief Executive Officer

Chris Hickford MBE

Charity number

1109190

Company number

5402398

Registered name

The Eikon Charity
Commonly known as Eikon

Registered address and operational office

Selsdon Road, New Haw, Addlestone, Surrey KT15 3HP

Website

www.eikon.org.uk

Auditors

Brewers Chartered Accountants, 3 Birtley Courtyard, Birtley Road, Bramley, GU5 0LA

Bankers

CAF Bank Ltd, 25 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4JQ

Barclays Bank plc, Town Gate House, Church Street East, Woking, Surrey GU21 1AE

Solicitors

Blandy & Blandy LLP, 1 Friar Street, Reading, Berkshire RG1 1DA

Trustees

At Eikon, we are committed to excellence in governance and management. We recognise the importance of strong leadership, strategic oversight and continuous improvement to meet the needs of children and young people today.

In 2023, we welcomed a pro bono consultant from the Cranfield Trust, who conducted an independent review of our governance. The resulting recommendations were incorporated into our updated Governance Action Plan and continue to shape our work. Over the past year, we revisited our compliance with the Charity Commission's Governance Code, reviewed our progress and refreshed our Action Plan to address areas for improvement.

The Board of Trustees holds overall responsibility for the charity's strategic direction, performance and governance. It helps shape and approves our strategy, annual business plan and budget, and monitors progress through quarterly Board meetings and regular reviews service delivery and financial performance. An annual away day with the CEO and Senior Leadership Team allows space to reflect, recalibrate and plan ahead together.

The Board is strengthened by a Finance Trustee, Risk Champions, and trustees who take dedicated responsibility for Safeguarding and Health and Safety. We place great value on understanding the real experiences of children and young people and regularly invite those who work closely with them to share their insights directly with the Board.

To support our work, the Board is guided by four committees:

- **Governance and Risk Committee** – oversees governance practice and key risks, meeting twice annually.
- **Engagement Committee** – meets quarterly to guide fundraising and marketing strategy and performance.
- **Audit and Finance Committee** – meets annually to oversee financial reporting, including the Annual Report and Accounts.
- **Operations Committee** – newly established in 2024-25 - meets quarterly to ensure strategic alignment of services, the quality and performance of service delivery and innovation, as well as safeguarding practices and the impact of our non-financial services.

Each committee is chaired by a trustee with fellow trustees as members of the committee, and supported by staff members. In addition, trustees lend their expertise to advisory groups focused on priority areas such as organisational strategy, marketing, contract management, and equity, diversity, inclusion and belonging.

Across the year, the Board's discussions focused on the delivery of vital youth services, safeguarding, financial resilience, fundraising performance, and the continued evolution of our organisational strategy and structure. We also reviewed progress against our business plan and monitored the impact of our work.



To ensure fresh thinking and accountability, trustee terms are reviewed every three years, with reappointment subject to a maximum of three terms. Extensions beyond this are rare and are only considered in exceptional circumstances. In the past year, such circumstances applied to the Chair and the Finance Trustee, whose terms were extended for a fourth term to preserve continuity, retain critical experience, and maintain stability during a period of significant organisational growth and change. Every new trustee participates in a comprehensive induction process, which includes training on safeguarding and data protection. Trustees are required to confirm their eligibility and declare any conflicts of interest each year.

We recognise that strong governance is essential to Eikon's ability to support children and young people to thrive. As the needs of those we serve continue to evolve, so too must our governance. We remain committed to learning, adapting and leading responsibly.

Trustee Biographies are available on our website: https://eikon.org.uk/meet-our-trustees/

Our organisational structure

Overall responsibility for the charity's strategy, governance and policy rests with the trustees. Day-to-day strategic and operational responsibility sits with the Chief Executive Officer, who leads the staff and volunteer team.

Our Senior Leadership Team collectively manages the work of the charity and our staff and volunteers, and consists of:

- Chief Executive Officer
- Deputy Chief Executive Officer
- Head of Engagement
- Head of Finance
- Heads of Services (job share)

Trustees' report and accounts

for the year ended 31 March 2025

Financial review

There was an overall gain for the period of £174,347 compared with £132,566 in 2023-24. Total income increased by 9% to £2,816,728 in 2024-25 from £2,586,379 in 2023-24. Total expenditure increased by 8% to £2,642,932 in 2024-25 from £2,451,898 in 2023-24. In addition, there were net gains on investments of £551 (2023-24 loss of £1,915).

Income from donations and similar income increased by 29% to £940,166 from £729,630 in 2023-24. Within this, amounts received in grants from trusts and foundations increased to £561,688 in 2024-25 compared with £398,828 in 2023-24 mainly due to the funding raised during the year to fund new and expanding restricted projects. Income from fundraising events during the year was £57,667 compared with £11,583 raised in 2023-24 due to the expansion in the number of events entered during the year as well as an increase in entrants for the events.

Income from charitable activities remained broadly unchanged at £1,834,289 in 2024-25 compared with £1,824,838 in 2023-24. During the year, Eikon continued to work as part of an alliance to deliver Mindworks, the Emotional Wellbeing and Mental Health service for children and young people in Surrey. The Mindworks contract is for a minimum of seven years from April 2021, extendable to 10 years, meaning that the alliance can plan for the long-term together.

Investment income increased by 32% from £31,911 to £42,273 in 2024-25, mainly due to the increase in cash deposits held during the year.

Expenditure on raising funds increased by 16% to £240,847 in 2024-25 from £206,926 in 2023-24. This was due to an increase in staff during the year, with a view to growing income from donations and similar income. For every £1 spent on fundraising in 2024-25, we raised £3.90 in income, compared with £3.53 in 2023-24.

Expenditure on charitable activities increased by 7% to £2,402,085 from £2,244,972 in 2023-24. This was due to the increase in activities, mainly due to the expansion of restricted projects.

Reserves policy

Total reserves at the year-end were £1,098,825 versus £924,478 at the end of the 2023-24, comprising unrestricted general £463,908 (2023-24: £355,558), unrestricted designated £390,000 (2023-24: £390,000) and restricted £244,917 (2023-24: £178,920).

The unrestricted designated reserves of £390,000 were received in 2020-21 from the winding up of a charitable trust. The trustees agreed to treat these funds as designated with the aim of holding them for the long-term strategic development of the charity.

The trustees have reviewed the charity's reserves policy, specifically the level of unrestricted general reserves required to cover the main risks facing the organisation. These principally include continuing to support young people while we help to put in place alternative arrangements to support them and their families if we were suddenly faced with a significant reduction in our funding or other financial challenge.

The trustees have determined that we would aim to provide such support for a period of between four and six months, which in financial terms equates to £450,000 to £550,000 for our core services, excluding subcontracted activities. As a result, we have set the target range for unrestricted reserves at £450,000 to £550,000. At 31 March 2025, unrestricted reserves were £853,908.

Statement of trustees' responsibilities

The trustees (who are also the directors for the purpose of company law) are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and regulations. Company law requires the trustees to prepare financial statements for each financial year. Under that law the trustees must prepare the financial statements in accordance with UK generally accepted accounting practice (UK accounting standards and applicable law). Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period.

In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles in the Charities SORP.
- Make judgements and accounting estimates that are reasonable and prudent.
- State whether applicable UK 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 presume that the charitable company will continue to operate.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company 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 company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the UK governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

The trustees confirm that so far as they are aware, there is no relevant audit information (as defined by section 418(3) of the Companies Act 2006) of which the charitable company's auditors are unaware. They have taken all the steps that they ought to have taken as trustees in order to make themselves aware of any relevant audit information and to establish that the charitable company's auditors are aware of that information.

The Eikon Charity is a company, limited by guarantee and governed by its Articles of Association. The trustees' report also represents the directors' report, as required by company law. The financial statements have been prepared in accordance with the accounting policies set out in the notes to the financial statements and comply with the charity's governing document and the Companies Act 2006 and 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 published on 16 July 2014.

The trustees confirm they have given due consideration to the Charity Commission's published Guidelines on the Public Benefit requirement under section 4 of the Charities Act 2011.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Fundraising Code of Practice

As a charity, we continue to rely on donations as a vital source of income, enabling us to support more children and young people to thrive. In 2024–25, our fundraising activity remained rooted in the values that guide all our work – responsibility, compassion, collaboration and listening to those we serve.

We engaged directly with members of the public, supporters, and organisations through our dedicated in-house fundraising team. Our goal is always to foster genuine, long-lasting relationships with those who share our mission. Supporters were once again offered opportunities to take on personal challenges, including marathons and other events, to raise money through sponsorship. We did not use any external professional fundraisers in 2024–25.

We are proud to be registered with the Fundraising Regulator. This registration reflects our commitment to upholding the highest standards in the Code of Fundraising Practice and the Fundraising Promise. We strive to ensure everyone engaging with Eikon has a respectful, positive and transparent experience. Our staff and trustees closely monitor our fundraising practices. This includes regular participation in fundraising activities, structured reviews of completed campaigns, and quarterly updates to our Board. We are pleased to report that no failures to comply with the Code of Fundraising Practice were identified during the year.

We put people's welfare first. We take care to ensure that vulnerable individuals can engage with us in a way that feels right for them. No one is required to donate to benefit from our stories, events, or community. Those who choose not to receive fundraising communications can easily opt out, and their preferences are always respected.

Everyone involved in fundraising for Eikon is carefully briefed or trained on what is expected of them. We ensure that our fundraising practices are never unreasonably persistent, intrusive, or pressurising.
We are pleased to report that we received no complaints regarding our fundraising activities during the 2024–25 period. This reflects our continued commitment to responsible fundraising and the importance we place on every interaction with our supporters.

Looking forward, we are aligned with the updated Code of Fundraising Practice that takes effect in FY25-26. We have taken steps to ensure full compliance with the revised Code and are confident in our preparedness to uphold its standards throughout the coming reporting period.

Approved by the Eikon board of trustees on 25 November 2025 and signed on its behalf by:



Nigel Goddard
Chair of Trustees



Independent auditor's report

to the members of The Eikon Charity

Opinion

We have audited the financial statements of The Eikon Charity (the 'charitable company') for the year ended 31 March 2025, which comprise the statement of financial activities, balance sheet, statement of cash flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102, the financial reporting standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- Give a true and fair view of the state of the charitable company's affairs as at 31 March 2025 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- Have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the 'Auditor's responsibilities for the audit of the financial statements' section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material

uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the entity's ability to continue as a going concern for a period of at least 12 months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the Annual Report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the Annual Report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements, or to our knowledge (obtained in the audit or otherwise) appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- The information given in the trustees' report, which includes the directors' report prepared for company law purposes, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- The directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements



Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- Adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- The financial statements are not in agreement with the accounting records and returns; or
- Certain disclosures of trustees' remuneration specified by law are not made; or
- We have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. These matters were discussed amongst the engagement team at the planning stage and the team remained alert to non-compliance throughout the audit.

Audit procedures undertaken in response to the potential risks relating to irregularities (which include fraud and non-compliance with laws and regulations) comprised:

enquiries of management and trustees as to whether the entity complies with such laws and regulations; enquiries with the same concerning any actual or potential litigation or claims; inspection of relevant legal correspondence; review of trustees' meeting minutes; testing the appropriateness of journal entries; and the performance of analytical review to identify unexpected movements in account balances which may be indicative of fraud.

No instances of material non-compliance were identified. However, the likelihood of detecting irregularities, including fraud, is limited by the inherent difficulty in detecting irregularities, the effectiveness of the entity's controls, and the nature, timing and extent of the audit procedures performed. Irregularities that result from fraud might be inherently more difficult to detect than irregularities that result from error. As explained above, there is an unavoidable risk that material misstatements may not be detected, even though the audit has been planned and performed in accordance with ISAs (UK).

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: https://www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose.

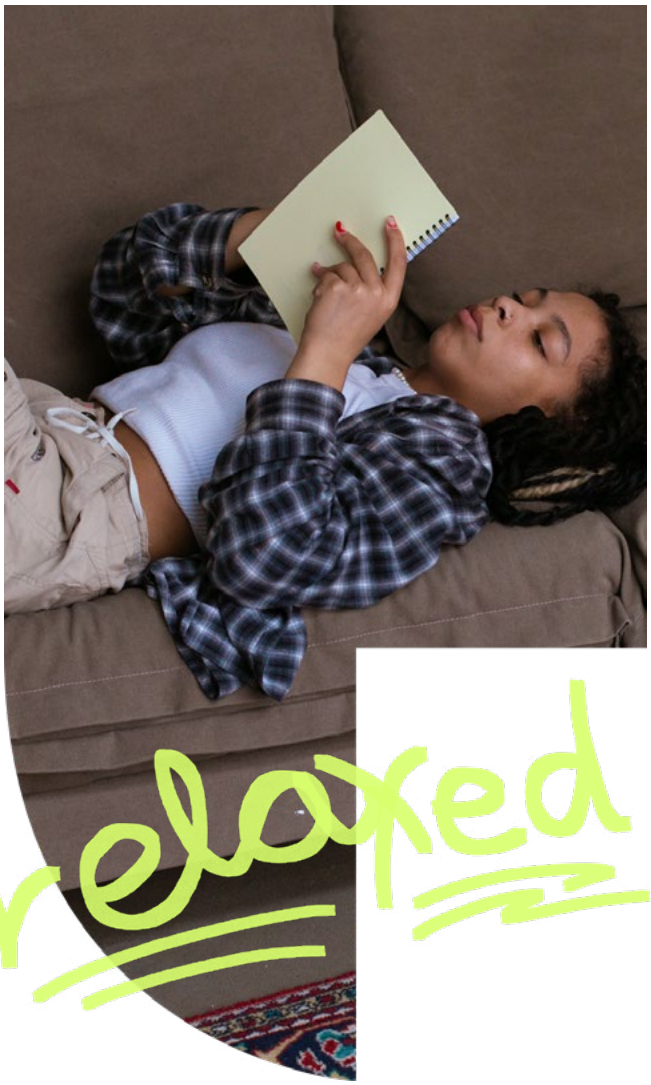
To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Andrew Skilton ACA (Senior Statutory Auditor)

For and on behalf of Brewers Chartered Accountants, Statutory Auditor

3 Birtley Courtyard
Birtley Road
Bramley
Surrey GU5 0LA
Date: 25 November 2025



The Eikon Charity
Statement of financial activities
for the year ended 31 March 2025

(incorporating income and expenditure account)

	Notes	General funds	Designated funds	Total unrestricted Funds	Restricted funds	Total funds 2025	Total funds 2024
		£	£	£	£	£	£
Income and endowments							
Donations and similar income	3	389,973	-	389,973	550,193	**940,166**	729,630
Charitable activities	4	1,834,289	-	1,834,289	-	**1,834,289**	1,824,838
Investment income	5	42,273	-	42,273	-	**42,273**	31,911
Total income		**2,266,535**	**-**	**2,266,535**	**550,193**	**2,816,728**	**2,586,379**
Expenditure							
Raising funds	6	240,847	-	240,847	-	**240,847**	206,926
Charitable activities	7	1,917,889	-	1,917,889	484,196	**2,402,085**	2,244,972
Total expenditure		**2,158,736**	**-**	**2,158,736**	**484,196**	**2,642,932**	**2,451,898**
Net income/ (expenditure) before investments gain/(loss)		**107,799**	**-**	**107,799**	**65,997**	**173,796**	**134,481**
Net gain/(loss) on investments	12	551	-	551	-	**551**	(1,915)
Net income/ (expenditure) after investments gain/(loss)		**108,350**	**-**	**108,350**	**65,997**	**174,347**	**132,566**
Transfers between funds		-	-	-	-	**-**	-
Net movement in funds		**108,350**		**108,350**	**65,997**	**174,347**	**132,566**
Reconciliation of funds							
Total funds brought forward 1 April 2024		355,558	390,000	745,558	178,920	**924,478**	791,912
Total funds carried forward 31 March 2025		**463,908**	**390,000**	**853,908**	**244,917**	**1,098,825**	**924,478**

There were no recognised gains or losses other than those shown in the statement of financial activities.
All income and expenditure is derived from continuing activities.
The accompanying notes form part of these financial statements.

The Eikon Charity

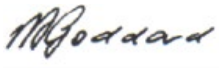
Balance Sheet

as at 31 March 2025

Registered company number 5402398

	Notes	Total 2025	Total 2024
		£	£
Fixed assets			
Tangible assets	11	-	-
Investments	12	12,837	12,286
Total fixed assets		**12,837**	**12,286**
Current assets			
Debtors	13	55,487	29,682
Investments	12	425,000	255,000
Cash at bank and in hand		791,526	820,602
Total current assets		**1,272,013**	**1,105,284**
Liabilities			
Creditors: amounts falling due within one year	14	(186,025)	(193,092)
Net current assets		**1,085,988**	**912,192**
Total net assets		**1,098,825**	**924,478**
Funds of the charity			
General funds	16	463,908	355,558
Designated funds	16	390,000	390,000
Total unrestricted funds		**853,908**	**745,558**
Restricted funds	16	244,917	178,920
Total funds		**1,098,825**	**924,478**

The accompanying notes form part of these financial statements.
The financial statements have been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.
The financial statements were approved by the Board and authorised for issue on 25 November 2025 and signed on its behalf by:



Nigel Goddard
Chair of Trustees



Kevin Young
Finance Trustee

The Eikon Charity

Statement of cash flows

for the year ended 31 March 2025

	Total 2025	Total 2024
	£	£
Cash flows from operating activities		
Net income/(expenditure) for the year	**174,347**	**132,566**
Adjustments for		
Depreciation	-	17,539
Revaluation and disposal of investments	(551)	1,915
Dividends and interest from investments	(42,273)	(31,911)
Increase/(decrease) in debtors	(25,805)	26,610
(Decrease) in creditors	(7,067)	(51,767)
Net cash provided by operating activities	**98,651**	**94,952**
Cash flows from investing activities		
Dividends and intrest from investments	42,273	31,911
Proceeds of sale of fixed asset investments	-	32,440
Net cash from investing activities	**42,273**	**64,351**
Changes in cash and cash equivalents in the year	140,924	159,303
Net cash and cash equivalents at the start of the year	1,075,602	916,299
Net cash and cash equivalents at the end of the year	**1,216,526**	**1,075,602**

The accompanying notes form part of these financial statements.

The Eikon Charity

Notes to the financial statements

for the year ended 31 March 2025

1. Charity information

The charity is a private limited company (registered number 5402398), which is incorporated and domiciled in the UK and is a public benefit entity. The address of the registered office is Eikon, Selsdon Road, New Haw, Addlestone, Surrey KT15 3HP.

2. Accounting policies

a) Basis of accounting

The financial statements of the charity, which is a public benefit entity, have been prepared 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) (2nd edition, effective January 2019; 'Charities SORP') and Companies Act 2006. The financial statements have been prepared under the historical cost convention.

The trustees have assessed whether the use of the going concern basis is appropriate and have considered possible events or conditions that might cast significant doubt on the ability of the charity to continue as a going concern. The trustees have made this assessment for a period of at least one year from the date of approval of the financial statements. In particular, the trustees have considered the charity's forecasts and projections. After making enquiries, the trustees have concluded that there is a reasonable expectation that Eikon has adequate resources to continue its activities for the foreseeable future. Accordingly, they continue to adopt the going concern basis in preparing the financial statements.

b) Fund accounting

Restricted funds are those received for undertaking an activity specified by the donor when making the gift. The charity makes an administrative charge for the operation of restricted funds, which is included in the cost of raising funds. The costs for administration are also shown as restricted fund expenditure.

General funds are unrestricted funds given freely to the charity that can be applied at the discretion of the trustees in accordance with the objectives of the charity.

Designated funds are funds set aside by the trustees out of general unrestricted funds for specific purposes.

2. Accounting policies (continued)

c) Income

All income, including donations and associated income tax recoveries from donations received under Gift Aid, is included in the statement of financial activities where the charity is entitled to the income and the amount can be quantified with reasonable accuracy.

All grants and contractual payments are included on a receivable basis. Contractual income is recognised as performance obligations are satisfied. Grant income with performance-related conditions received in advance of delivering specified goods and services, or income with a time restriction placed on it by the donor, is carried forward in restricted reserves until the donor-stipulated criteria are met. Income is also deferred if it is probable it could become refundable or if it is received in advance for a future accounting period.

Gifts in kind and donated services have been included at the lower estimate of their value to the charity and their estimated open market value. No amount has been included for services donated by volunteers. Where out-of-pocket travel and other expenses have been reimbursed to volunteers, these costs are included in the accounts.

Surplus funds are invested in bank deposits to earn interest.

d) Expenditure

Expenditure is recognised on an accruals basis and allocated to the appropriate heading in the financial statements.

Expenditure includes attributable VAT which cannot be recovered.

Charitable activities expenditure enables Eikon to meet its aims and objectives for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Expenditure on raising funds includes the direct costs of fundraising activities (which promote fundraising and the activities of the charity generally) and a proportion of support costs.

Governance costs are those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked to the strategic management of the charity.

Support costs are those costs which enable fundraising and charitable activities to be undertaken. These costs include finance, human resources, premises, IT, legal and governance costs. All support costs are apportioned on the basis of time spent by staff on each category of work.

e) Tangible fixed assets

Tangible assets are stated at historic cost less depreciation. Depreciation is calculated to write off the cost of the asset over its estimated useful life as follows:

- Portakabin – depreciated over 10 years straight line
- Office furniture and equipment – depreciated over 5 years straight line

2. Accounting policies (continued)

Tangible assets costing less than £2,000 are not capitalised and are written off in the year of purchase.

f) Investments

Fixed asset investments are a form of basic financial instrument and are initially recognised at their transaction value and subsequently measured at their fair value as at the balance sheet date using the closing quoted market price. The statement of financial activities includes the gains and losses arising on revaluation and disposals throughout the year.

Current asset investments are held in the form of cash on the CAF Charity Deposit Platform.

g) Cash management

The majority of the cash not required for day-to-day operations, but for the medium term is placed, via the CAF Charity Deposit Platform (CAF Platform), on deposit having regard to the duration, amount relative to the Financial Services Compensation Scheme limit and credit rating of the institution concerned. The CAF Platform is a charity deposit platform provided by Flagstone Investment Management which enables the charity to diversify its cash holdings. The remaining cash not required for the medium term is placed with CCLA in the COIF Charities Deposit Fund.

h) Debtors and Prepayments

Debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

i) Creditors

Creditors are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors are recognised at their settlement amount after allowing for any trade discounts due.

j) Taxation

The charity is exempt from corporation tax on its charitable activities under Part 1 Schedule 6 Finance Act 2010.

k) Pensions costs

With effect from 1 January 2017, the charity has incurred costs in relation to a defined-contribution scheme, operated by Aviva, which are included in staff pension costs. Costs recognised are equivalent to the contributions in the year and are recognised on an accruals basis and any unsettled amounts are included in other creditors.

l) Transfer between funds

The trustees have the authority to transfer monies out of the general funds into the restricted funds if required.

m) Reserves policy

On a yearly basis, the trustee board examines Eikon's reserves in the light of the risks facing the organisation and takes into account the Charity Commission's guidance. The policy on reserves is set out in the trustees' report.

3. Donations and similar income

	Unrestricted	Restricted	2025	2024
	£	£	£	£
Donations	258,956	61,855	320,811	319,219
Grants	73,350	488,338	561,688	398,828
Fundraising Events	57,667	-	57,667	11,583
	389,973	**550,193**	**940,166**	**729,630**

4. Income from charitable activities

	Unrestricted	Restricted	2025	2024
	£	£	£	£
Mental health services income	1,683,547	-	1,683,547	1,693,086
Community based youth work	98,496	-	98,496	51,671
Schools income	52,246	-	52,246	80,081
	1,834,289	**-**	**1,834,289**	**1,824,838**

5. Investment income

	Unrestricted	Restricted	2025	2024
	£	£	£	£
Bank deposit interest	41,763	-	41,763	31,251
Schroder portfolio dividend income	510	-	510	660
	42,273	**-**	**42,273**	**31,911**

6. Raising funds

	Unrestricted	Restricted	2025	2024
	£	£	£	£
Staff costs	179,847	-	179,847	163,123
Other direct costs	61,000	-	61,000	43,803
	240,847	**-**	**240,847**	**206,926**

7. Charitable activities

	Youth work	Mental health work	Organisational support	Total 2025	Total 2024
	£	£	£	£	£
Staff costs	228,226	1,383,407	440,617	2,052,250	1,890,191
Activitites undertaken directly	24,689	133,321	-	158,010	93,977
Premises costs allocated	5,496	35,387	15,591	56,474	57,846
Support costs allocated	9,164	69,187	23,099	101,450	168,209
Governance (see note below)	-	-	33,901	33,901	34,749
	267,575	1,621,302	513,208	2,402,085	2,244,972

Governance	2025	2024
	£	£
Audit	10,890	10,510
Trustee expenses	127	-
Legal expenses	1,452	-
Staff costs	21,432	24,239
	33,901	**34,749**

8. Trustees

During the year, no trustees received any remuneration and trustees were paid travel expenses or small administrative expenses of £127 (2024: £0). The total donations received by Eikon from trustees and their related parties was £4,066 (2024: £980).

Related party transactions: The Surrey Wellbeing Partnership (SWP) is a partnership with twelve organisations, of which The Eikon Charity is one. The Chief Executive of The Eikon Charity is appointed to the Board of Trustees of SWP as a nominated representative and is entitled to one vote only. During the year, there were related party transactions in the form of contract and grants payments from SWP, and any unutilised balances payable to SWP. At 31 March 2025 the total payments from and amounts due to SWP were £1,916,773 payments (2024 : £1,682,334) and amounts due £7,564 (2024 : £17,205).

9. Employees and key management personnel

The key management personnel of the charity are the Board of Trustees and the Senior Leadership Team (SLT). The SLT comprises of the Chief Executive Officer, Deputy CEO, Head of Engagement, Head of Finance and the joint Heads of Services. The total remuneration and benefits received by SLT was £366,346 (2024: £334,223).

	2025	2024
	£	£
Staff costs were as follows:		
Wages and salaries	2,006,389	1,857,702
Social security costs	189,091	168,107
Pension costs	58,049	51,744
Total staff costs	**2,253,529**	**2,077,553**

The average number of actual employees and full-time equivalent employees, analysed by function, during the year was as follows:

	2025		2024	
	Average no.	FTE no.	Average no.	FTE no.
Fundraising	5.4	3.8	4.0	2.7
Charitable activities	45.3	38.9	43.7	35.4
Governance	-	0.1	-	0.1
Other	14.8	10.8	14.8	10.7
Average number of employees employed during the year:	**65.5**	**53.6**	**62.5**	**48.9**

The number of employees whose remuneration, excluding employer pension costs, fell within each band of £10,000 from £60,000 upwards is as follows:

	2025	2024
	No.	No.
£60,001 to £70,000	2	3
£70,001 to £80,000	1	-

The salary received by the highest paid member of staff (the Chief Executive) was:

	2025	2024
	£	£
Salary	**70,536**	**69,153**

Contributions to the defined contribution pension scheme on behalf of the Chief Executive were £2,116 (2024: £2,074)

Changes to staff salaries and benefits are proposed by the Chief Executive and approved by the Board of Trustees.

10. Defined-contribution pension scheme

	2025	2024
	£	£
Costs of the scheme to the charity for the year	**58,049**	**51,744**

The charitable organisation operates a defined-contribution pension scheme for permanent staff with an employer contribution of 3% (2024: 3%) in the year. The amount owed to the pension scheme as at 31 March 2025 was £4,959 (2024: £4,952)

11. Tangible fixed assets

	Portakabin/ upgrades	Office furniture and equipment	Total
	£	£	£
Cost			
At 1 April 2024	175,384	2,818	178,202
At 31 March 2025	175,384	2,818	178,202
Depreciation			
At 1 April 2024	175,384	2,818	178,202
Charge for year	-	-	-
At 31 March 2025	175,384	2,818	178,202
Net book value			
At 31 March 2024	-	-	-
At 31 March 2025	-	-	-

12. Investments

	2025	2024
	£	£
Fixed Asset Investments		
Cost		
At 1 April 2024	12,286	46,641
Disposals	-	(32,440)
Loss on disposal	-	(2,138)
Gain on revaluation	551	223
At 31 March 2025	**12,837**	**12,286**
Current Asset Investments		
Cash held as an investment	425,000	255,000
	425,000	**255,000**

13. Debtors

	2025	2024
Due within one year:	£	£
Trade debtors	225	15,557
Other debtors	16,097	-
Prepayments	27,054	5,679
Accrued income	12,111	8,446
	55,487	**29,682**

14. Creditors

	2025	2024
Amounts falling due within one year:	£	£
Trade creditors	35,359	38,859
Other creditors	17,891	20,892
Accruals	22,264	23,667
Deferred income (see note 15)	67,004	62,459
Social security and other taxes	43,507	47,215
	186,025	**193,092**

15. Deferred income

	2025	2024
	£	£
Balance at 1 April 2024	62,459	675
Income deferred	1,785,278	1,713,563
Income released to SOFA	(1,780,733)	(1,651,779)
Balance at 31 March 2025	**67,004**	**62,459**

Income is deferred when it is received in advance of delivering specified goods or services or in relation to a future accounting period.

16. Funds

	At 1 April 2024	Income	Transfers	Other gains and (losses)	Expenditure	At 31 March 2025
	£	£	£	£	£	£
Unrestricted funds						
General funds	355,558	2,266,535	-	551	(2,158,736)	463,908
Designated funds						
Investment fund	390,000	-	-	-	-	390,000
Total unrestricted funds	**745,558**	**2,266,535**	**-**	**551**	**(2,158,736)**	**853,908**
Restricted funds						
Youth work - communities	50,753	174,925	-	-	(110,256)	115,422
Youth work - schools	101,320	285,768	-	-	(274,333)	112,755
Support costs	26,847	89,500	-	-	(99,607)	16,740
Total restricted funds	**178,920**	**550,193**	**-**	**-**	**(484,196)**	**244,917**
Total funds	**924,478**	**2,816,728**	**-**	**551**	**(2,642,932)**	**1,098,825**

17. Analysis of net assets by funds

	Unrestricted funds	Designated funds	Restricted funds	Total
	£	£	£	£
Fixed assets	12,837	-	-	12,837
Current assets	637,096	390,000	244,917	1,272,013
Current liabilities	(186,025)	-	-	(186,025)
	463,908	**390,000**	**244,917**	**1,098,825**

18. Comparatives for the statement of financial activities

The Eikon Charity statement of financial activities for the year ended 31 March 2024 (incorporating income and expenditure account)

	General funds	Designated funds	Total unrestricted Funds	Restricted funds	**Total funds 2024**	**Total funds 2023**
	£	£	£	£	**£**	£
Income and endowments						
Donations and similar income	312,350	-	312,350	417,280	**729,630**	530,831
Charitable activities	1,824,838	-	1,824,838	-	**1,824,838**	1,474,119
Investment income	31,911	-	31,911	-	**31,911**	13,180
Total income	**2,169,099**	**-**	**2,169,099**	**417,280**	**2,586,379**	**2,018,130**
Expenditure						
Raising funds	206,926	-	206,926	-	**206,926**	227,421
Charitable activities	1,901,540	17,539	1,919,079	325,893	**2,244,972**	1,928,955
Total expenditure	**2,108,466**	**17,539**	**2,126,005**	**325,893**	**2,451,898**	**2,156,376**
Net income/ (expenditure) before investments gain/(loss)	**60,633**	**(17,539)**	**43,904**	**91,387**	**134,481**	**(138,246)**
Net loss on investments	(1,915)	-	(1,915)	-	**(1,915)**	(7,356)
Net income/ (expenditure) after investments gain/(loss)	**58,718**	**(17,539)**	**41,179**	**91,387**	**132,566**	**(145,602)**
Transfers between funds	-	-	-	-	**-**	-
Net movement in funds	**58,718**	**(17,539)**	**41,179**	**91,387**	**132,566**	**(145,602)**
Reconciliation of funds						
Total funds brought forward 1 April 2023	296,840	407,539	704,379	87,533	**791,912**	937,514
Total funds carried forward 31 March 2024	**355,558**	**390,000**	**745,558**	**178,920**	**924,478**	**791,912**

Restricted donations and similar income of £417,280 relates to £77,452 restricted donations and £339,828 restricted grants.

Unrestricted income from donations and similar income of £312,350 relates to £241,767 donations, £59,000 grants and £11,583 fundraising events. Unrestricted income from charitable activities of £1,824,838 relates to £1,693,086 mental health services income, £51,671 community based youth work and £80,081 schools income. Unrestricted investment income of £31,911 relates to £31,251 bank deposit income and £660 Schroder portfolio dividend income.

Unrestricted expenditure under raising funds of £206,926 relates to £163,123 staff costs and £43,803 other direct costs.

Expenditure under charitable activities of £2,244,972 relates to £1,890,191 staff costs, £93,977 activities undertaken directly, £57,846 premises costs, £168,209 support costs and £34,749 governance costs.

Special Thanks

We're incredibly grateful to the following organisations who supported our work helping young people so generously during 2024–25:

- All Age Autism Strategy, Surrey County Council
- Borrows Charitable Trust
- Bupa UK Foundation
- Byfleet United Charity
- Community Foundation for Surrey
- Farnham Institute Charity
- Garfield Weston Foundation
- Give it Away Ltd
- Guildford Poyle Charities
- High Sheriff Youth Awards
- PS Foundation
- Richard Davies Charitable Trust
- Runnymede Borough Council
- Sedel-Collings Foundation
- St James's Place Charitable Foundation
- The Alchemy Foundation
- The Big Give
- The James Wise Charitable Trust
- The John Coates Charitable Trust
- The National Lottery Community Fund
- The Openwork Foundation
- The Parish of Wisley with Pyrford
- The Reed Foundation
- The Shanly Foundation
- The Sterry Family Foundation
- The T.K. Maxx and Homesense Foundation
- Walton Charity
- William Wates Memorial Trust

eikon helping young people in Surrey

The Eikon Charity
Selsdon Road
New Haw
Addlestone
Surrey, KT15 3HP

eikon.org.uk

info@eikon.org.uk

01932 347434

@eikoncharity

@theeikoncharity

@eikoncharity

/company/eikon

Charity number: 1109190 Company number: 5402398

THE EIKON CHARITY

England & Wales - Charity number 1109190

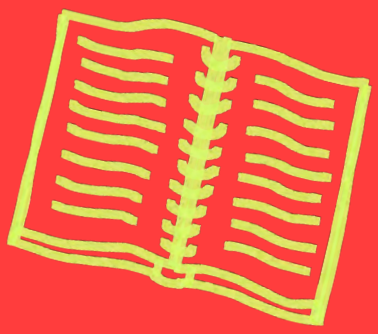
Accounts



The Eikon Charity

Annual Report and Financial Statements 2023/24


YOU'RE NOT
"alone"



Contents

- Being a young person today 2
- How we are responding 4
- Chair and CEO report 5
- Mission and strategy 6
- Our year at a glance 8
- Activities and Performance 10
- Equality, diversity and inclusion 27
- Our staff and volunteers 28
- Leadership and development 29
- Employee pay and benefits 29
- Fundraising highlights 30
- Plans for the future 34
- Key risks and uncertainties disclosures 35
- Governance, structure and management 37
- Trustees' report and accounts for the year ended 31 March 2024 42
- Independent auditor's report to the members of The Eikon Charity 45
- Statement of financial activities for the year ended 31 March 2024 48
- Balance sheet as at 31 March 2024 49
- Statement of cash flows for the year ended 31 March 2024 50
- Notes to the financial statements for the year ended 31 March 2024 51
- Special thanks 60

Being a young person today



My biggest challenge is people not understanding how it feels to be a young person.

We all worry occasionally, but for some children and young people, anxiety can become constant, intense and overwhelming. This persistent anxiety can interfere with their daily lives, preventing them from doing things they want and need to do. When anxiety takes over, it can cause significant harm, leading to issues such as controlling their eating, self-harm, angry outbursts and negative thoughts. It can also result in lost friendships and declining school performance. Additionally, this anxiety can impact family life, leaving parents and caregivers feeling hopeless.

Young people have shared that they often feel misunderstood and powerless. They describe their experiences as complex, hard, confusing and even hellish. They feel tired, frustrated, and burdened by difficulties such as peer pressure, social media, and bullying, which make them feel small and constantly judged.

Opposite is a poem by an 11-year-old girl, still in primary school. Many of the children we support describe similar thoughts and feelings. They're struggling with poor emotional and mental wellbeing and often have been for quite some time, without the help they need.

This is a great shame, because we know from experience, and all the evidence shows, that helping early improves outcomes for children and prevents harm.

> With the right early support, many children would not need to access mental health services. It is shocking to see so many children being referred to mental health services because they have reached crisis.
>
> – DAME RACHEL DE SOUZA, THE CHILDREN'S COMMISSIONER

[1] Children's mental health services 2022-23 | Children's Commissioner for England (childrenscommissioner.gov.uk)

Poem written by an 11-year-old girl in year 6

No-one understands
That I am so sad
If I could just be happy for one day
It would mean the world to me
I don't even know who I am meant to be
My voice can't be heard
So why bother talking
I feel so invisible
I just can't be seen
What do the words that come out of
my mouth even mean
No-one understands
That
I am so sad
I try to explain my feelings
But the emotions are too strong to let out
People say there is no need to cry,
no need to pout
Although I just can't help it
I need to sit
In private
Peace and quiet
No-one understands
That
I am so sad

How we are responding

All children and young people in Surrey deserve to be safe and to thrive.

Growing up in today's world can be incredibly challenging. That's why we empower children and young people with the inner resources they need – skills, knowledge and confidence – as they develop and navigate life. Additionally, we ensure they know where to find more help if they need it. We help children and young people to build the confidence and the skills they need to be safe and to thrive.

Every young person deserves to feel safe, heard and supported. So, we create spaces for them where they can be themselves and talk about their thoughts and feelings. We're also there for them when problems have developed, and they need more focused help.

Children themselves understand better than anyone what's happening in their own lives, so we listen, without judging. We make sure that they get the right kind of help and advice, at the right time, to build the confidence and the skills they need to be safe, be well and to thrive.

We help early because it often stops problems from becoming much bigger. But we're also there for them when problems have developed and they need more focused help.

Schools, parents and carers sometimes need help too, so we work with families and professionals to provide networks of support and care around children and young people.

All the insights we gain from our work are used to inspire positive change for children.

Everything we do is guided by our values:

We elevate and amplify the voices of children and young people

The needs of young people guide everything we do, shaping every decision and action we take.

We act with compassion

We empathise with the pressures of modern life and help without judgement.

We take responsibility

We recognise the part we have to play in the future of children and young people, and we hold ourselves accountable for their success.

We work together

We work together with children and young people themselves, and with everyone involved in caring for and supporting them, including parents, carers, schools and policymakers, because that's the best way to help them to be safe and to thrive.

As a founding member of the Surrey Wellbeing Partnership, we provide some of our services on behalf of Mindworks Surrey, the Emotional Wellbeing and Mental Health service. We partner with local councils working on behalf of their communities and we work with companies and community organisations to mutual benefit.

Chair and CEO report

> [...] is a completely different girl to when I first brought her in! She doesn't wake up with nightmares anymore, she doesn't cry regularly anymore and she's a lot more confident now! It's been very warming to see her relationship build with Saf and, honestly, I can't thank him enough. He's been super patient with me also and accommodated me and [...] the whole way. I want to give a special mention to the receptionist also, Liz. While I waited for [...], she was always very warm, kind and comforting. It's been a great experience at Eikon!
>
> – PARENT

We can look back on the last year with pride at the work of an amazing team of people. Together, our staff and volunteers helped thousands of children, young people and their families.

What is most striking, though, is not the numbers. It's the passion, dedication and commitment to the children and young people they support. It's the many stories we hear of the Eikon team going the extra mile to make absolutely sure that each and every young person gets the help they need.

A report released by the Children's Commission for England in March 2024 highlighted what we already knew – that children are still waiting far too long to access the help they need, and that we need fresh, long-term thinking when it comes to children's mental and emotional health and wellbeing.

We are doing just that – improving our understanding of the root causes of poor emotional wellbeing and mental health in children, striving to ensure our work delivers lasting positive impact, and inspiring change in the care and support systems around children and young people.

As a result of these considerations, we have updated the charity's strategy to make sure we continue to have as much positive impact as we can on young lives. We have built on and further developed previous strategic thinking to reflect our changing context. Resources remain limited and the new strategy focuses those resources for maximum impact.

The new strategy includes a particular focus on extending our offer for primary-aged children, equipping them with the skills and confidence they need to thrive as they grow and transition to secondary school.

Thanks to support from The Community Foundation for Surrey, we designed and launched High Five! – a new programme based on existing successful approaches to empowering children.

Overall, voluntary income grew by more than a third, and income from charitable activities by almost a quarter. Income exceeded £2.5m for the first time, helping us to strengthen the charity and provide greater support for children, young people and families.

We are indebted to all those who helped us continue to succeed. We look forward to continuing to work together with you in the coming year, so that every child in Surrey is supported to thrive.

Chris Hickford, CEO
and
Nigel Goddard, Chair

Mission and Strategy



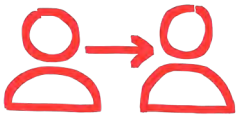
Our mission

To support children and young people in Surrey to have the wellbeing and resilience they need to stay safe and to thrive.



To make this happen we

Empower children and young people



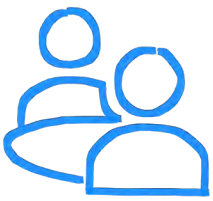
We use the word empower to describe how we encourage and support children and young people to understand and adopt tools and techniques to thrive early on. This is at the heart of our mission.
By preparing them for the future, we help build their confidence in their own abilities and readiness to embrace opportunities. Acting early, either before challenges emerge or as soon as they appear, we aim to prevent problems from developing or growing and becoming more serious.

Enable adults



Children and young people need support from the adults in their lives to reach their full potential. If we can provide adults with the knowledge and skills to support their child, or the children they work with, they'll feel fully prepared to help if the need arises. This can stop issues from escalating and reduce demand on essential services and charities such as Eikon.

Commit to be there



Where early help hasn't been enough or an issue is more deeply embedded, we provide support in a way that is right for that child or young person and their family. Sometimes that will be a one-to-one session. Sometimes that will be through group work. But however it's delivered, we provide a judgement-free safe space and work with young people to find their own solutions.



We work to

Inspire systemic change

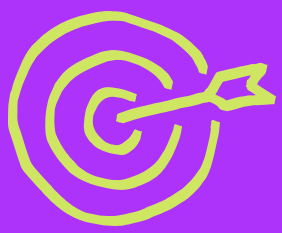
Helping children thrive and preventing harm

We are committed to understanding and tackling the causes of declining mental health and wellbeing in children and young people with the aim of reducing the amount of crisis support they require.

Improving support for children and young people

Through collaboration with our partners, we are dedicated to transforming the support systems for children and young people to be more responsive, relational and attuned to their needs, creating lasting and positive change in their lives and communities.

Our strategy



Everything we do aligns to our strategy. It sets out how we will achieve our mission to help children, young people and families over the next three years and beyond.

Our annual plans and budgets all support the strategy. It drives all the significant decisions we make.

The Activities and Performance section in this report highlights how we met our commitments to the children and young people we worked with during 2023-24, guided by our strategy.

Our year at a glance

19,180
children and young people were empowered

1,988
adults were enabled

We were there for
2,256
children and young people

We asked children and young people directly what they thought. Here's what they said ...

96%
Agreed that 'Eikon gave me the support I needed at the right time'.

97%
Agreed that 'The support Eikon gave me improved my situation'.

99%
Agreed that 'I would recommend Eikon to a friend who needed support'.

94%
Agreed that 'I know which support networks are available to support me in the future'.


THEY
helped
ME SO MUCH

Activities and performance

Safeguarding

Keeping children and young people safe is our top priority. Ensuring the protection and wellbeing of every young person we support is fundamental to our work.

Safeguarding isn't just a policy; it's deeply ingrained in our culture and something we all take responsibility for. Our commitment is reinforced through detailed safeguarding procedures that are regularly updated and shared, extensive staff training and annual 'SafeWeek' audits, during which we thoroughly evaluate our practices against expectations, using the results to inform future planning and training.

As we grow as an organisation, we support children, young people and families who are facing increasingly complex situations. To address this, we provide our staff with additional training (such as suicide prevention training and training about trauma) to make sure we are always prepared to support young people effectively.

Our commitment to keeping children and young people safe is absolute. Our safeguarding team continually works to stay ahead of the curve, monitoring the latest safeguarding legislation and trends within the UK. We proactively align ourselves with current standards and our community's needs.

Our Safelink group includes representatives from teams across Eikon, and we meet regularly to discuss safeguarding themes and issues. For example, during the 2023-24 financial year, the Safelink group discussed the rise in peer-on-peer sexual harm and the need to provide additional training to staff on that.

By working together to uphold our high standards and continuously refining our safeguarding practices, we hope to make a meaningful difference to the lives of those we support.



Empowering children and young people

to find the inner and outer resources to stay well

Through our evidence-based programmes and resources, our aim is to empower children and young people, providing safe spaces for them and helping them become more resilient and stay well.

> Our Deputy has said the children are really enjoying the positive statements that you gave out in the assembly. They keep them in their pencil cases and are using them throughout the day.
>
> – TEACHER

Outcome-focused programmes

Over the past year, we empowered the young people we worked with by supporting them in setting their own goals based on what they hoped to achieve through our collaboration, ensuring that our work together was meaningful for them.

Over 2023-24, 96% of young people who used our services made progress towards the goals they set for themselves.

Of this group, 72% experienced a meaningful improvement as a result of their time with us.

Meaningful improvement

The Child Outcomes Research Consortium (CORC) promotes evidence-based support for children's wellbeing. CORC defines 'meaningful improvement' as a positive change of three or more points on a 10-point scale measuring a young person's progress from the beginning to the end of their support period.



We empower children and young people by

Providing safe spaces

School-based wellbeing

> **If I couldn't come to lunchtime club I wouldn't know where to go and would be so anxious. I probably wouldn't want to come to school if I couldn't come to the clubs.**
>
> – YOUNG PERSON

Our **Youth Support Practitioners** and **Early Intervention Co-ordinators** worked with young people in secondary schools over the past year, creating safe spaces for discussions about anxiety, identity, exam stress, friendships, confidence and other concerns.

Our staff ran lunchtime clubs, providing a refuge for children who don't enjoy school social spaces or would otherwise be alone. They also offered after-school clubs.

At Kings College in Guildford, we facilitated after-school drama sessions for young carers, in collaboration with the Guildford Shakespeare Company, along with a regular drop-in club. These sessions provided these incredible young people with a break from their responsibilities and an opportunity to share their experiences with peers in similar situations.

Children and young people attended a lunch club 5,726 times across schools in Surrey.

Garden club

During 2023-24, we held regular garden clubs in the Hopes & Dreams Garden on the grounds of Fullbrook School. Led by adult garden volunteers and our youth support practitioners, these clubs invited students to learn gardening skills, make friends and experience a huge sense of achievement when their hard work resulted in flowers or vegetables they could enjoy.

We added irrigation to the garden to help the plants develop more quickly, allowing young people to see the fruits of their labour, and the peaceful reflection zone has received a makeover.

> **I chose to go to the garden club because it's very calming.**
>
> – YOUNG PERSON

Children and young people from Fullbrook visited the Hopes & Dreams Garden as part of the regular garden club 596 times in 2023-24.

The garden is also used for one-to-one sessions with children and young people. We are improving our processes for capturing data to understand the impact the garden has on them and other users.

The difference it makes

> I know my child really valued the sense of security it gave her to know she could come to Eikon at lunchtime, and she got a lot out of the one-to-one and group sessions Kate organised.
>
> – PARENT

> Young people often say that without the lunch club, they would sit in the toilets alone as they are not confident to speak to others.
>
> – KATE, YOUTH SUPPORT PRACTITIONER





We empower children and young people by

Bolstering their resilience

Smart Moves®

This is such a valuable resource for our year 6 children, and I am so grateful that you continue to offer this transition support at no cost. It makes a massive difference in the children's preparedness to move on.

– HOME/SCHOOL PARTNER

Our Smart Moves® programme is delivered by teachers to pupils in years 6 and 7 to help them prepare for their transition to secondary school. Mindworks Surrey, the Emotional Wellbeing and Mental Health Service, funds it for Surrey schools.

We launched Smart Moves® for Special Educational Needs and Disabilities (SEND) in 2023-24. Working with Surrey's Access to Education service, we further identified children who would benefit most from the resource, including those not attending school. The book can be used during any transition, from joining an education setting to planning a long-term hospital admission.

We also published Smart Moves® Surrey Police, which supports Youth Engagement Officers in building relationships with young people. The adaptable programme allows officers to be creative in their approach while working from an evidence-based resource when building a young person's resilience.

The resources were used by 16,084 young people across Surrey and beyond at 174 schools during the year. This includes 2,100 SEND booklets.

I enjoyed feeling equal during the training.

- WELLBEING AMBASSADOR

Wellbeing Ambassadors

I liked learning about wellbeing, so I really do know how to help and what to do.

– YOUNG PERSON



Wellbeing Ambassadors, part of Mindworks Surrey, amplifies children's voices, providing them with the tools and a platform to promote wellbeing across their school.

After completing their training, ambassadors shared what they learned with their peers and introduced activities that helped everyone feel good. Ambassadors this year have created gratitude display boards, shared the Five Ways to Wellbeing with classmates, and introduced a 'daily mile' to boost fitness. The initiative empowers the ambassadors themselves and benefits the wellbeing of everyone in the school.

During 2023-24 we trained 592 Wellbeing Ambassadors at 29 schools.

We empower children and young people by

Working with primary schools

Surrey schools tell us they are seeing an increase in children and young people of primary age suffering from poor emotional wellbeing and mental health, reflecting the national trend. Our secondary school partners report that many of their young people's challenges began during primary school. All of this supports our own findings that more needs to be done to support children aged 10 and under.

We are therefore delighted to have received funding from the Community Foundation for Surrey to deliver a wide-reaching programme for primary school children. Planning and a pilot began in the 2023-24 financial year. Giving children the support they need from an early age can make a significant difference to their life path as they enter secondary school with more confidence and resilience.

Our new High Five! programme focuses on primary-age children to prevent their challenges from escalating and becoming deeply rooted.

Community Foundation for Surrey

Working with teachers, parents and children to build the programme, we have started to deliver the following:

- A primary school programme to meet the specific needs of this younger age group and improve their wellbeing.
- Wellbeing groups on themes identified by the school.
- Resource books for teachers, parents and children.
- Assemblies in primary schools to promote wellbeing.
- Parent coffee mornings to provide practical strategies for helping parents manage their children's challenges and signposting them to additional services.
- A suite of webinar recordings for parents on topics such as internet safety and managing anxieties.

This programme began in January 2024 and will run over five years. In the first year, it will focus on primary schools in Runnymede and Elmbridge.

We piloted the programme with 38 children between January and March 2024, providing 112 moments of support.

We empower children and young people by

Helping them stay safe

In October 2023, we launched our Safer Streets project, created in partnership with Runnymede Borough Council and funded through the Government's Safer Streets initiative.

The project aims to keep young people in Addlestone safe and help them make positive choices. Safer Streets provides young people with the tools to overcome anxiety, manage anger and form healthy friendships and relationships.

We ran two trips as part of the programme, including a visit to High Ashurst Outdoor Education Centre where a group completed activities at height, demonstrating teamwork skills and resilience.

Tom's Story

Jacqui, a Wellbeing Support Practitioner, met Tom through the Safer Streets project. She says:

"From the outset, it was clear that Tom possessed natural leadership qualities. However, his behaviour was disruptive, and he struggled to channel his influence constructively.

"Following eight weeks in group sessions, Tom joined a group that went to High Ashurst, an outdoor activity centre. Through the activities that the group did, we saw him begin to channel his leadership and teamwork in a positive way. Tom began demonstrating improved teamwork skills and a growing awareness of how his actions influenced others. He started to encourage and support his peers rather than dominate or disrupt.

"These positive changes in Tom's behaviour have led to new opportunities to further develop his leadership skills. Looking forward, Tom was invited to volunteer his time with Eikon to help run a sports group during the school holidays, where he would lead a younger group of children."

We worked with 81 young people through the Safer Streets project with 484 moments of support.

We attended events across the year in the Runnymede area that gave young people 400 additional moments of support.

> The activities were fun and helped me to develop a positive mindset.
>
> – YOUNG PERSON WHO TOOK PART IN SAFER STREETS


"THEY LISTENED BUT DIDN'T JUDGE"

Enabling adults

(families, schools, and communities) to provide networks of support and care around children and young people.

When we provide schools, parents and carers with the tools and knowledge to support their young people, everyone benefits. Young people feel heard, teachers are better equipped to support their classes on wellbeing and mental health, and parents feel more confident.

We provide teachers with resources and work with senior leaders to ensure that schools are supportive of wellbeing and mental health issues.

We also hold sessions for parents where they can share their concerns and find out how to support their child at home.

> It was really good to get an opportunity to talk with yourself and other people about the whole school approach... I look forward to the next meeting as it was great to hear your expertise.
>
> – SCHOOL PARTNER

We enable adults by

Supporting teachers

Smart Schools

> **Thank you so much! The resources [provided] are so helpful.**
>
> – TEACHER

We support schools in creating and maintaining a culture of positive mental health and wellbeing across eight key areas outlined by Public Health England.

Over the past year, we collaborated with senior leaders from 15 schools as part of our Smart Schools programme. We carried out a comprehensive audit and worked together to set a 'whole school approach' goal. We created tailored sessions to build action plans, assess risks and measure progress towards these goals. This was achieved through meetings, training sessions and reflective supervision.

By working with these schools, we fostered environments that are supportive and understanding of mental health and wellbeing issues. This approach enabled children, young people, staff and parents to feel supported and to thrive.

We worked with 15 schools through the Smart Schools programme.



Smart Moves® Teacher Guide

Smart Moves® is a programme that helps children transition from primary to secondary school. We supplied teachers with guides to facilitate lessons related to the programme. These guides equipped teachers with everything they needed to plan and deliver a series of short, evidence-based sessions, ensuring that young people developed the resilience and confidence necessary for stepping up to secondary school.



We enable adults by

Supporting parents

One-to-ones and group sessions

Over the past year, we equipped parents to handle the challenges of childhood and the transition into adolescence, making them better prepared to address issues as they arise.

Our **Early Intervention Co-ordinators** ran primary school coffee mornings, which allowed parents to share their concerns and enabled us to connect families with our other services.

Through programmes like High Hopes!, we included elements specifically for parents, such as taking on physical challenges with their children and creating powerful bonding experiences.

We worked with the parents of neurodivergent young people before engaging with the young people themselves. The parents shared valuable insights, helping us align home environments with our work.

Our LGBTQ+-focused practitioners offered one-to-one sessions for parents, enhancing their understanding of their child's experiences. This support significantly boosted young people's confidence in embracing their identities.

> [The Eikon Counsellor's] personal input into our situation, the determination and persistence she has shown and the reassurance she has provided to me as a mother during the most traumatic and stressful time of my life cannot be adequately conveyed in words. I can, however, assure you she completely outshines every single professional I have had contact with in the last 24 days in so many ways.
>
> – PARENT

Parent webinars

During the pandemic, we found webinars to be an effective way to support parents. Although we scaled them back during the 2023-24 financial year, we continue to monitor their popularity and hope to run more to support a large number of adults at a time.



Sadie's Story

Sadie was referred to us by Mindworks alongside her brother, having experienced extreme anxiety and mental health issues for many years. She was the oldest person to attend the High Hopes! weekend at 16 but was very keen to go.

On the residential, she threw herself into the activities including the anxiety-provoking high ropes course. The younger kids looked up to her and her confidence skyrocketed. It also helped her to see that even younger children can feel anxiety and she shared her own anxiety to validate their feelings.

Before attending High Hopes!, she didn't know how her mum was feeling, but the residential setting helped them realise that they shared similar feelings. She connected well with her brother, too, and since returning, they have been better at listening and being there for each other.

Reflecting on the High Hopes! residential, she says, "It helped me realise that I am not alone. People feel the same or similar ways that I do, and there are people out there who understand me. I feel like a different person since the residential."

She's now taking part in dancing competitions, something she'd never dreamed of doing before, and she hopes to go to Equestrian College after her GCSEs.

Sadie's mum – Rebecca's Story

The High Hopes! residential has also been a game changer for Sadie's mum, Rebecca. After initially being unsure whether she would come due to her low confidence, Rebecca found being surrounded by other parents in the same situation reassuring.

In the parenting programme, Rebecca learned new strategies, shared stories and reflected on parenting styles. The group discussed how making little changes at home can lead to bigger changes.

Rebecca said she took so much away from the weekend, from the new tools she gained to a new network of parents who could support one another. She also enjoyed the quality time with her children.

AMAZING SUPPORT



Committing to be there

for children and young people when they need help

We are passionate about empowering and equipping children and young people to learn healthy ways to respond to the challenges life presents. But we recognise that growing up in today's world can be incredibly challenging and that we all need help from time to time.

We are committed to being there for children and young people whenever they need advice, support or just a listening ear. We help them find the confidence and skills they need to stay safe and thrive.

Children and young people who need support come to Eikon via their schools, their families and through the Mindworks Surrey service. As part of the Youth Support Programme that we run at Fullbrook and Kings College, Guildford, young people can also drop in to see their Eikon Youth Support Practitioner.

> It has helped me to build my confidence up. I know I am not alone, and that other people feel similar to me.
>
> – YOUNG PERSON

At the heart of Mindworks Surrey

Since 2021, we've delivered some of our services as part of Mindworks Surrey, the Emotional Wellbeing and Mental Health service for children and young people in Surrey.

This includes our work in the Access and Advice Mindworks Surrey Team, where we have a **Discovery Team** embedded to provide signposting. They may also recommend one-to-one support or group work sessions with our practitioners or partners if that is the best course of action.

The Discovery Team signposted 2,758 [1] young people to services, including those delivered by Eikon.

[1] 613 of these young people were supported by Eikon's Mindworks funded services



We commit to be there through

One-to-ones

Community support

One-to-ones are a core part of our service, providing children and young people with a safe space to share. We have three teams providing one-to-one support in the community.

Over the past year, our **Community Wellbeing Practitioners** and **Emotional Wellbeing Practitioners** have provided support for children, young people and their families facing challenges around mental health and emotional wellbeing. They have worked closely with the child and their family to achieve the best outcomes for them through one-to-ones and group activities. Community Wellbeing Practitioners have also partnered with other agencies to ensure that all of the family's needs are met.

Our **Counsellors** work one-on-one and in groups, making decisions with the child to ensure they get the help they need in a timely manner.

> I love our chats. I always feel better afterwards.
>
> – YOUNG PERSON



> **It feels like talking to a friend, you're very welcoming.**
>
> – YOUNG PERSON

The difference it makes

"One of the young people I work with presented lots of OCD tendencies such as repeatedly 'checking' things. She was refusing to go to school or engage in certain lessons.

"We explored why she was 'checking' so much, and the young person worked out that it was her seeking reassurance due to anxiety. We worked on strategies to overcome the anxiety by restructuring her thoughts and gradually exposing her to situations that she was avoiding.

"When our sessions finished, she barely did any 'checking' behaviours and was more engaged with lessons."

– GEORGIE, EMOTIONAL WELLBEING PRACTITIONER

One-to-ones in schools

We also have three teams of professionals supporting young people through one-to-ones in a school setting.

Early Intervention Co-ordinators worked in secondary schools across Surrey, collaborating with partners to identify schools requiring support.

Our **Youth Support Practitioners** are embedded within secondary schools across Surrey and work independently. They provided one-to-one support and a safe space for children during their school day.

Volunteer Mentors met with young people in schools for face-to-face sessions. They provided advice and support that helped build on the young person's strengths as early as possible to prevent issues from escalating.

> When I was in year 7, I felt I had nothing in my life I could control without manipulating others or raising my voice. Then speaking to Eikon in a one-to-one capacity made me realise who I am and who I can be. It made me a lot calmer and a lot more mature.
>
> – YOUNG PERSON



I have volunteered with young people since 2010 and am now a Volunteer Mentor for Eikon at Kings College, Guildford.



Volunteer Mike's story

"What motivates me to volunteer is a combination of seeing the need for one-to-one support and the great feeling you get from making a difference. Kings College is on the edge of an area of deprivation in a wealthy county. Young people are trapped in a cycle of tough lives and low aspirations, none of which is their fault. Giving these young people hope of a better life, a belief they can achieve it and the tools to make it happen is immensely rewarding. You can see them grow in front of you in just a few weeks.

"As an example, I was mentoring a young man with low self-confidence. He wanted to do a car maintenance course at college but didn't know whether this was available at his local college. I remember when I suggested calling them his face went white at the idea of speaking to someone he didn't know over the phone. So we worked on it. I had him script the questions he wanted to ask. We found two people he liked and trusted (one male and one female) and I had him visualise that person on the other end of the phone. We rehearsed the call. He did really well and got all the information he needed, but more important was the look of pride on his face afterwards, when he realised that he had managed it. He will now be able to handle this sort of challenge by himself in future. I went home on a high too!

"To anyone thinking of volunteering I'd say, 'do it'. It may seem scary, but you get all the training and support you need to be successful. You will be surprised at what a difference you can make. Then prepare to feel great!"

When I leave these sessions, I just feel lighter and happier, like a weight has been lifted from my shoulders. Even if I am having a really bad day, like I was this morning, I just feel better after a session.

– YOUNG PERSON

Being able to volunteer in such a hands-on role gives me the opportunity to make a real difference to young people in need of support, and that's really rewarding. If we can help the next generation become happier and healthier, then we're all winners.

– STEPHANIE, VOLUNTEER MENTOR

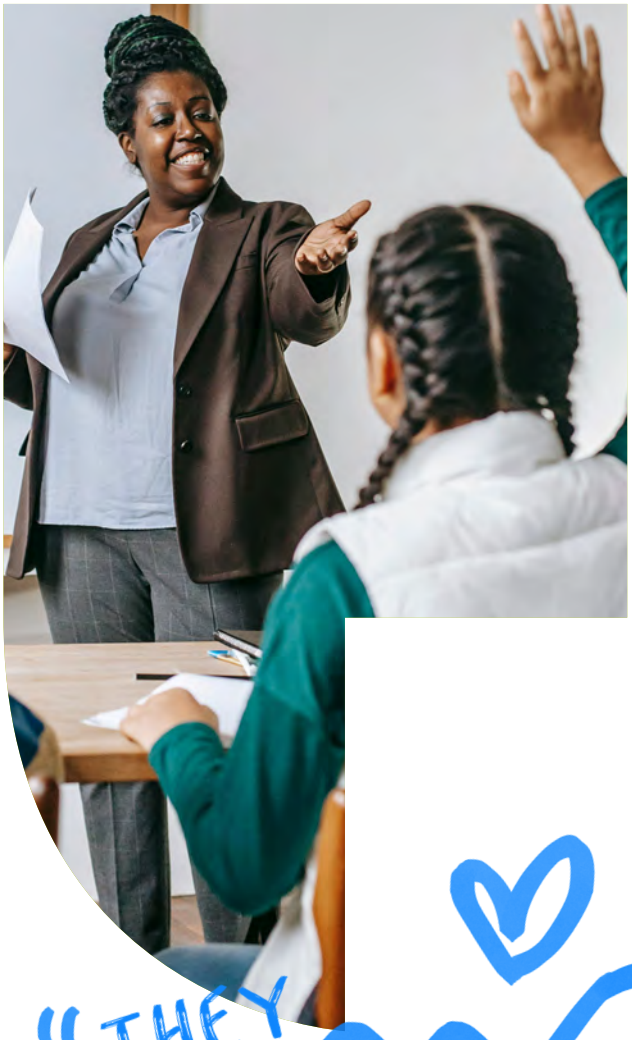
The difference it makes

"I supported a young person who was extremely unhappy at school because she felt she didn't have a secure group of friends. Things had got so bad that her mum was seriously considering pulling her out of school and home schooling.

"Over the sessions, we worked on what qualities are important to her in her friends and how she can model those qualities herself. Over time, she built up the confidence to approach a new friendship group and is now thriving with her new friends, is much happier at school and is very glad she didn't leave."

– HELEN, EARLY INTERVENTION CO-ORDINATOR

We supported 1,329 children and young people through one-to-ones.



We commit to be there through

Group work

In addition to the preventative group work highlighted on page 13, we also commit to be there through specific group programmes that we run with children and young people.

High Hopes!

Our High Hopes! programme, delivered in conjunction with Surrey Outdoor Learning and Development, boosts the confidence of children and young people aged 10 to 16 through outdoor activities and one-to-one support.

Its physical focus has made it particularly successful with young people who haven't engaged with other forms of support. Parents are invited to join for the final activity, giving the young people an opportunity to show them how their confidence has grown.



> This program helped me in every way I can be helped, and I now know it is okay to feel stressed because I am only human. I am super proud of myself.
>
> – YOUNG PERSON

High Hopes! residential

Based on the success of the High Hopes! programme, in 2023-24 we ran our first High Hopes! residential weekend with six families.

The residential brought the families together for an intensive and transformative weekend where young people and their parents gained essential resilience skills.

Our first residential in October 2023 received 100% positive feedback.

Children and young people attending the High Hopes! residential experienced an average improvement of seven points on a 10-point goals-based outcomes scale, all exceeding the CORC's benchmark for meaningful improvement (three or more points).

Amazing, wonderful, life changing, I felt so supported here.

– YOUNG PERSON WHO ATTENDED HIGH HOPES! RESIDENTIAL



What have I learned? We are all not alone in how we feel. And that my daughter is the bravest person I know and has the brightest future.

– PARENT WHO ATTENDED THE HIGH HOPES! RESIDENTIAL

I felt quite shy at first but once I got to know the others it was good.

– YOUNG PERSON



Heads Up!

Delivered in schools to groups of up to 15 young people, Heads Up! helps them understand their minds and bodies better over the course of eight weeks using interactive learning, such as challenging your thoughts and building self-esteem.

We're pleased that Heads Up! has grown this year. We were invited to run sessions in new schools, which approached us directly based on recommendations from other schools.

The difference it makes

"Group work is amazing because across the schools we go into a safe space is created where peer support is built. This is vital in helping children and young people to increase their confidence and reduce their worries.

– ANNA, EIKON COMMUNITIES TEAM

210 children and young people attended Heads Up! group sessions, delivering 1,200 moments of support.



We commit to be there for

Neurodivergent children and young people and their families

Our team of **Emotional Wellbeing Practitioners (Neurodevelopmental Specialism)** helps neurodivergent children and young people whether they have a formal diagnosis or not. This includes support for their parents or carers and education professionals. The team continues to grow with the demand for this specialised help and now offers a range of one-to-one and group programmes.

Over the past year, our Finding Balance programme supported parents of children aged 12 and under who were experiencing extreme stress responses. The programme included online sessions exploring stress triggers and communication, followed by one-to-one conversations to help parents apply their learnings to their own situations. We offered parents of older children 10 to 12 individual sessions instead of group sessions. In total, we ran 14 Finding Balance programmes, supporting 126 families.

After working with the parents to ensure a firm foundation at home, we provided the young people with six to eight sessions to understand their neurodivergence and develop their social skills or emotional literacy. We offered 88 families bespoke parenting sessions, with each family receiving between eight and 10 sessions, totalling a minimum of 704 sessions across the year. Additionally, 42 young people received individual support throughout the year.

To help neurodivergent children practice their social skills in a safe environment, we ran termly Making Links sessions. Groups of eight- to 11-year-olds gathered to meet new peers with similar needs. The child-led, often sensory activities ranged from baking to slime making. While many children were initially nervous, they began to enjoy participating in the activities and making new friends after one or two sessions. A total of 38 families accessed the Making Links groups.

We worked with 294 children and young people and their families through our neurodivergence support programmes.

Defining Neurodiversity: Key Concepts

- **Use the term neurodiversity when describing the natural diversity of human brains**
- **Use the terms neurotypical or neurodivergent when describing an individual person**
- **Children with autism, ADHD, dyslexia are neurodivergent; this list is not exhaustive**
- **Neurodiverse includes neurotypical and neurodivergent individuals**

We commit to be there for

LGBTQ+ children and young people

Young people who identify as LGBTQ+ often need additional support as they explore their sexuality and gender, as well as changing relationships with family, friends and partners. They can sometimes face isolation, bullying and rejection, which can have a significant impact on their mental health.

In 2023-24, Eikon provided young people with spaces to voice their experiences, empowering them and giving them opportunities to meet peers facing similar challenges.

We invested in new activities while continuing our longstanding programmes. Our popular IAmMe youth groups brought together LGBTQ+ young people to make friends and have fun in a safe environment. These groups also provided opportunities to ask questions, learn about LGBTQ+ culture and explore different gender identities within a welcoming, friendly community.

We offered young people up to 10 one-to-one emotional wellbeing sessions with our **LGBTQ+ Practitioners**. These sessions provided a confidential and supportive environment for discussing their emotions and experiences.

In addition to helping young people, we supported families and schools to encourage inclusivity and acceptance. Parents and carers accessed one-to-one support sessions, and schools and colleges requested visits and LGBTQ+ assemblies.

LGBTQ+ History Month

February is LGBTQ+ History Month. We visited schools, attended events and ran assemblies about historical figures who had fought for equality and inclusion. This led to some important discussions about LGBTQ+ history and its impact on young people today.

We also attended Pride in Surrey's LGBTQ+ Expo to raise awareness of our online groups.

We worked with 49 children and young people and delivered 160 moments of support through our LGBTQ+ support programme.

We attended events across the year in Surrey that helped empower 830 young people.

Equality, diversity and inclusion

During 2023-24, equality, diversity and inclusion (EDI) continued to be an important part of our daily agenda. All managers had further EDI training. Some of the topics covered were understanding definitions of EDI and how we can promote it in the workplace, being more self-aware, taking care not to allow stereotypes and prejudice to cloud our judgement and helping employees learn how to operate appropriately amongst an equal and diverse workforce.

We also invited a National Centre for Diversity facilitator to conduct conscious inclusion training for all employees. This was recorded for anyone unable to attend and Conscious Inclusion eLearning is now part of induction training.

We have built on our neurodiverse and LGBTQ+ service offers to children, young people and their families. We have employed additional Emotional Wellbeing Practitioners with neurodevelopmental specialism and an LGBTQ+ Practitioner. We plan to expand our work with neurodivergent children with a new school-based Neurodevelopmental Practitioner and plan to hire another LGBTQ+ specialist.

Building on our EDI work, in October 2023 we achieved a Silver Investors in Diversity Award. The criteria for receiving this award was:

- Our organisation effectively promotes fairness, respect, equality, diversity, inclusion and engagement.
- Our culture makes people feel safe, valued and included.
- Equality is at the organisation's core, forming part of its strategy and business plan.
- Good mental health and wellbeing are regarded as important in our organisation.
- We demonstrate fair recruitment practices.
- We seek to address underrepresentation.
- Our retention, reward and progression processes are fair.
- We think about EDI in all our communications.

We were delighted to achieve this award but acknowledge that the journey is ongoing. We are continuously learning and developing our understanding and awareness. For 2024-25 we want to further develop and integrate EDI into all areas of the organisation. We are keen to consider our use of language further and learn from others, but we recognise that these developments can't happen overnight and are complex. Our EDI steering group continues to operate and we plan to strengthen this group and formalise connections with the whole of the Senior Leadership Team.



Our People

Our staff and volunteers

We are so proud of the work that Eikon's staff and volunteers do to help young people. We have a talented team of individuals who bring a multitude of skills and experience to the work they do and are united by their purpose of helping young people.

To support our people, we continue to run equality, diversity and inclusion, events, wellbeing, Safelink employee and volunteer groups. We also run a quarterly drop-in menopause café. We have appointed a volunteer mentor manager to oversee our volunteer mentoring programme in schools.

Improving internal communications was a priority for 2023-24. To address this, we continued to build on the success of our full team meetings, sharing anecdotes from service users and feedback from parents and carers. We also use this opportunity to invite employees to talk about how they are feeling in their work. Sharing our experiences helps us understand how we move forward together as an organisation.

We undertook a workforce survey and were delighted with the results. We were particularly proud of our line management relationships, which scored very positively. As with all surveys, we were able to highlight areas for improvement. Staff suggested improvements we could make to the facilities we use for sessions with children and young people and the office space used by our staff and volunteers. This was something we were aware of and a review of our needs and options is already underway.

We continue to work on how to come together more frequently face-to-face for work and social events. In 2024-25, we plan to bring our volunteers together to celebrate their contribution to Eikon. We are also planning an organisational away day.



"It's really difficult to express in words the appreciation I have for all of the hard work and time our volunteers give to us. Their amazing dedication allows many young people in Surrey to obtain the support they really need. The Eikon Charity could not do all that it does without the support of our volunteers.

– JO DIXON, VOLUNTEER MENTOR MANAGER

Leadership and development

An internal management learning programme was developed and delivered to improve managers' knowledge of employment law, ways of working and good practice. The learning programme also covered equality, diversity and inclusion, performance management and effective communication.

Following positive feedback, we are reviewing what went well and how we can build on this. We're also considering how to ensure new managers have similar learning opportunities.

The Senior Leadership Team focused on improving collaboration by deepening our understanding of ourselves and each other. We challenged ourselves to consider not just what we were doing but how we were doing it together. This effort has significantly enhanced our ways of working, allowing us to operate more effectively as a team.

In 2024-25, we will examine further training for the organisation to ensure that everyone has the same opportunities and can develop. Looking forward, our ambition is to have mandatory role and career development training.

Employee pay and benefits

Eikon continues to use a well-respected job evaluation and benchmarking tool to set salary ranges across the organisation. In the first instance, jobs are evaluated and ranked. Then benchmark data for comparable charity sector organisations is used to set the salary ranges. Senior salaries are set using the same job evaluation and benchmarking process, which has been approved by the Board.

We want to attract, develop and retain the best people and recognise that our remuneration policy must be competitive to ensure we have the best chance of doing this, particularly during the cost of living crisis.

Building on the evaluation and benchmarking work done in 2021-22, we offered a uniform cost of living pay increase in April 2023 to help ensure we continue to support and retain our teams. We will continue to look at pay and reward this year.

We continue to promote our Employee Assistance Programme, which offers a range of support for our team members, including access to a 24/7 helpline for staff, volunteers and their families. Practitioners and managers who work directly with children and young people also receive clinical supervision. Due to the complexity of the needs of the children we work with, this is an important aspect of supporting staff wellbeing.



Fundraising highlights

Our donors and fundraisers are essential to ensuring children and young people get the support they need, when and how they need it.

Examples of how a gift or grant can support children and young people:

£70 An hour of counselling with a specialist practioner in a safe place. This could be the first time a young person finds the courage to open up, for example about self-harming.

£83 A lunch club for a group of children in school. This could be the first time a young person feels they can relax and have fun with their peers.

£256 One day of a Youth Support Practitioner's time to provide personalised support and safe spaces for students to get the help they need to thrive.

I really enjoyed the day, and the atmosphere was amazing. I was very proud to run and raise money for such an amazing charity.

– LONDON MARATHON RUNNER FOR EIKON



Trusts and foundations

Grant income is our biggest single source of voluntary income and is an excellent, stable source of both unrestricted and restricted funding. We are fortunate to have the support of national, regional and local grant makers, some who give year on year.

We were proud to secure two significant five-year commitments in support of our long-term strategy. Through the Mental Health Scale Up Fund, the Community Foundation for Surrey is supporting the scale up of our work in primary schools in Surrey. This is in response to a significant unmet need for early support to be delivered in schools for children 10 years of age and under. We will help them build resilience and learn strategies that will help them respond in healthy ways to the challenges they will inevitably face. The **High Five!** programme (see page 13) will prevent problems developing as children grow and reduce the need for more focused help in secondary-aged young people.

The National Lottery Community Fund has generously awarded Eikon a grant to provide safe, affirming and inclusive spaces for LGBTQ+ young people across Surrey. The grant will also support parents, carers and allies of LGBTQ+ young people in understanding the young LGBTQ+ person in their lives better and learn skills to support them. Through the charity's whole team of staff, trustees and other volunteers, we will enable improved representation and support for LGBTQ+ young people across all of our projects and services to help us build an even more inclusive organisation.

Grant makers who gave us multiyear commitments for other projects included William Wates Memorial Trust, Walton Charity and St. James's Place Charitable Foundation. These grants make long-term planning possible, create financial stability and mean our work can have a greater, more long-lasting impact.

Community

Actively engaging in the community through networks, events and partnerships ensures our services are known locally, and is an important source of donations for the charity. We are grateful to our local schools, sports clubs, churches and community groups for their support.

We were proud to be nominated as Captains' Charity for two prestigious golf clubs this year, which has proven extremely beneficial to Eikon. Over the past year, the Captains of West Surrey Golf Club and Woking Golf Club raised record amounts for their chosen charities through various fundraising initiatives. These included charity golf days, quiz nights, raffles, silent auctions and charity bridge nights. The Lady Captain of Woking Golf Club, Jane Moore, even ran the London Landmarks Half Marathon with her son Daniel. By the end of the year, the Men's Captain of West Surrey Golf Club, Alan Wilkinson, had raised a fantastic £19,258 for Eikon, while the Men's and Lady Captains of Woking Golf Club had raised a total of £35,000, the highest amount ever raised by a Captains' Charity appeal in the club's long history.

Corporate partnerships

The value of our partnerships with local and national companies goes beyond the funds raised, as demonstrated through two of our most important corporate relationships this year.

Eight Waitrose branches across Surrey came together last year to support The Eikon Charity and collectively raised £4,633. The partnership included community grants, sponsorship of a local event, staff participating in our Santa Run at Christmas and donation of goods including refreshments, plants, raffle prizes and John Lewis toys for our therapy rooms. They also helped raise awareness of our work through social media promotion.

Bigmore Associates, a specialist financial services company in Walton-on-Thames, has supported Eikon for the past two years. This year's support included volunteering their time to offer free advice to our staff, offering special discounted rates on their services, sourcing prizes for auctions, attending events, supporting employees taking part in the London Marathon and donating annually to our appeals.

Dave Sykes, Director at Bigmore Associates, said, "With many of our staff having young families, the work the charity does in our local community was close to our heart. As our partnership with Eikon developed, we saw the amazing support Eikon provides to young people in our community and we're proud of the relationship we've built."

Volunteers play an important role at The Eikon Charity, and we are grateful to the corporate volunteers who share their time, skills and enthusiasm across the year. In June, volunteers from Bupa UK and local marketing agency Space & Time Media, spent a day volunteering in the Tea Garden. They helped with weeding, clearing and scrubbing, leaving our Tea Garden area looking spotless and ready for the gardening club to lay gravel and grow more plants.

Major relationships

We can only help as many young people as we do thanks to a committed community of VIP friends and long-term supporters who are fundamental to the charity. This group grows stronger each year, united by their commitment to ensuring local children are safe, heard and supported.

Many of our committed supporters provide unrestricted funding, directing critical resources where they are most urgently needed. Their invaluable contributions extend far beyond financial support. They actively support us by forging new introductions, donating their time through volunteering and participating in events that raise awareness of the charity's work.

This depth and breadth of involvement strengthens our ability to be there for children who need us as they grow up. One particular project that has been supported by major donors this year is the development of Eikon's Hopes & Dreams Garden. Funding was given for a range of improvements to the garden, including heating which enables crops to ripen during the school term, meaning the young people who are part of the gardening club can see the fruits of their labour. Also, the water feature enhances the garden as a reflective, calm space for them all, and the maintenance element of the funding allows them to focus on growing plants and vegetables to aid their learning.

Over the past year, we have facilitated opportunities for Eikon's dedicated advocates to connect, share insights and inspire one another. Together, Eikon's VIP supporters contribute greatly to our work of empowering the next generation with the help, skills and resources they need to thrive.



I am delighted to support Eikon with an unrestricted donation each year. I have been supporting its work with young people for a number of years now and have seen the positive impact of all its services through good leadership and high-quality delivery.

– RICHARD HOLWAY MBE





Running 5 km dressed as Santa was so much fun! And knowing every step was helping raise money for such a great cause made it all the more special. Can't wait to do it again next year!

– DENBIES RUNNER 2023

Campaigns and events

London Marathon

In April 2023, six runners participated in the London Marathon on behalf of Eikon. This turnout was particularly impressive considering how close it was to the rescheduled 2022 marathon held in October due to the COVID-19 pandemic. As an important fundraising event for Eikon, we deeply appreciate the dedication of these runners. The total income raised for the marathon exceeded £7,000, with £3,952 recognised in this financial year. This generous contribution will play a significant role in supporting children.

Denbies Santa Run

In December, we were thrilled to take part again in a 5K Santa Run at Denbies Wine Estate. Building on last year's success, 41 walkers and runners took part, all braving the cold and the sleet to raise over £6,000 to ensure young people thrive.

Fundraising campaigns

We successfully met our campaign targets in two matched funding campaigns run by The Big Give: Kind2Mind in May 2023 and The Big Give Christmas Challenge in December. The impact of matched funders, who double the value of donations during a specific period, has been significant. This understanding that their support goes twice as far has appealed to both individuals and organisations, leading to both fundraising appeals exceeding their target. The campaigns between them raised £30,000.



Plans for the future

We take responsibility for our role in improving things for children and young people and holding ourselves accountable for their success. Those values, our core beliefs and what children, young people and families have been telling us moved us to review and renew our strategy during the course of 2023-24.

Our new strategy for the next three years builds on the previous one, affirming what the evidence shows is needed for us to achieve our mission. To help more local children to thrive, we will continue to:

- **Empower children and young people** to find the inner and outer resources to be resilient and to stay safe and well.
- **Enable adults** in families, schools and communities to provide networks of support and care around children and young people.
- **Commit to be there** for children and young people when they need help.

The new strategy also brings into sharper focus our commitment to create lasting change for children and young people:

- **Inspire systemic change** so that support systems for children and young people improve – and through better understanding of the causes of declining emotional wellbeing and mental health, children thrive, and harms are prevented.

Objectives

The new strategy sets out three objectives that will bring together and shape our work. Over the next three years we will:

1. **Deliver, develop and grow our services,** with a focus on extending our offer for primary-aged children.
2. **Use our influence to collaborate** with others to bring about lasting, strategic change and improvement in support for children, young people and families.
3. **Further strengthen our charity** to meet the challenges ahead and support long-term sustainability.

Our internal annual plan for 2024-25 sets out the work we will do to accomplish those objectives.



Key risks and uncertainties disclosures



We seek to identify, assess, manage and mitigate risks to ensure they are balanced against the needs of the organisation and our services. We have in place:

- Robust risk management and safeguarding policies, with associated procedures, to ensure young people are always kept safe.
- Appointed risk champion(s) from the Board of Trustees.
- A strategically themed risk overview, with big picture trends and external developments highlighted, reviewed by trustees on a regular basis.
- A formal risk register, with all identified risks assigned to a risk owner and significant risks reviewed by trustees on a regular basis.
- Comprehensive risk assessments for all our main activities, particularly those involving young people.
- A business continuity management policy and plans to enable us to continue to support young people should significant incidents occur that could otherwise disrupt our services.

At the end of the year, the risk register comprised nine principal risks. It clearly identifies the associated consequences or potential impacts, risk ownership, controls or actions to reduce or mitigate risk, action owners, and risk impact and likelihood scores. These risks are kept up to date by the senior team, analysed in depth by trustees at semi-annual Governance and Risk Committee meetings, and discussed by trustees at quarterly Board meetings. This ensures control and mitigation plans are reassessed and updated as appropriate.

As at year end, the three top-ranked principal risks the charity faced were as below, with their associated risk scores reflecting the year-end assessment and controls and/or actions clearly identified to reduce the risk scores over time. The plans and strategies to manage these risks are set out in our annual plan for 2024-25.

Risk Title	Risk description	Key controls/actions to reduce/ mitigate this risk
Service critical incident	Death, serious injury and/or critical incident involving a young person who Eikon is supporting/has supported/ is waiting to support. Serious complaint against a member of the Eikon delivery team or about our delivery, with complaint potentially making local or national headlines. It is acknowledged that these risks could happen regardless of how good Eikon's delivery and support is for a young person.	• Critical Incident and Safeguarding Policies and Procedures in place and reviewed annually, including communication support and infrastructure to enable confidence across the Senior Leadership Team to manage. • Access to support services internally and externally including an Employee Assistance Programme and clinical supervision in place. • Operational management and oversight including referral types and complexity; waiting list management; service procedures; case assessment and notes; practitioner and manager capability; risk management; escalation routes and whistleblowing policy; safeguarding training continuously refreshed; learning and development.
Contract and system management	Failure of contract governance, contract management and/or delivering children and young people support services as defined in the annual plan.	• Continued focus on robust service delivery plans and evaluation, demonstrating the outcomes achieved and reporting outputs delivered. • Enhancing and connecting user voice data across individual services to evidence impact. • Active participation across the Surrey Wellbeing Partnership and Mindworks Alliance.
Finance/ fundraising	Financial stability risk. Fundraising opportunities are limited and/or do not deliver budget aspirations. The simultaneous impact of financial and voluntary income generation risks such that charity reserves deplete beyond an acceptable level, which in turn may require cost cutting.	**Finance:** • Monthly management accounts monitoring and reporting to trustees. • Robust quarterly forecasting process to ensure no significant deviation from budget/plan without specific justification. **Fundraising:** • Voluntary income strategy and plan developed, managed and monitored to meet the voluntary income requirements to support the overall Eikon strategy and plan. • Project specific funding to support service delivery growth and development plans.

Governance, structure and management

Legal and administrative information

Trustees and directors

Current serving trustees

- Nigel Goddard, Chair
- Anneke de Boer
- Debbie Boughtflower (appointed 21 May 2024)
- Julie Gillis
- Richard Moseley
- Michael Pyman (appointed 9 May 2023)
- Amanda Stevens
- Stefanie Verdorfer (appointed 21 May 2024)
- Rebecca Wakefield
- Ian Watson
- Kevin Young, Finance Trustee

Other trustees who served during the year

- Helen Johnston (resigned 23 August 2023)
- Cristiana-Maria Evans (appointed 9 May 2023, resigned 7 August 2024)

Chief Executive Officer

Chris Hickford MBE

Charity number

1109190

Company number

5402398

Registered name

The Eikon Charity
Commonly known as Eikon

Registered address and operational office

Selsdon Road, New Haw, Addlestone, Surrey KT15 3HP

Website

www.eikon.org.uk

Auditors

Brewers Chartered Accountants, Bourne House, Queen Street, Gomshall, Surrey GU5 9LY

Bankers

CAF Bank Ltd, 25 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4JQ

Barclays Bank plc, Town Gate House, Church Street East, Woking, Surrey GU21 1AE

Solicitors

Blandy & Blandy LLP, 1 Friar Street, Reading, Berkshire RG1 1DA

Trustees

We are committed to understanding and adopting best practices in the governance and management of the charity, but we are not complacent and continually seek to improve. To this effect, during the 2023-24 financial year, we revisited and updated our compliance with the Charity Commission Governance Code and our associated Action Plan to address the minor gaps identified. In accordance with the Code, we secured the service of a pro bono consultant from the Cranfield Trust to undertake an independent, external evaluation of the effectiveness and efficiency of our Board and governance processes. A feedback report was presented at the charity's November 2023 Board meeting and the suggestions arising, where appropriate, were integrated into our Governance Code Action Plan.

The Board of Trustees is responsible for the strategic direction, governance and performance of the charity. It approves the strategy, the annual business plan and budget, and monitors performance of our main service delivery activities and our monthly management accounts. The Board meets four times a year and has an annual away day to review strategy and plans together with the Chief Executive Officer and other members of the Senior Leadership Team. We have a dedicated Finance Trustee, a Risk Champion and trustees with oversight for safeguarding and health and safety. The Board develops its understanding of the needs of our beneficiaries by inviting young people or their representatives and/or Youth Work Practitioners to address it at each meeting.

The Board has three committees supporting its work:

- The Governance and Risk Committee meets twice a year to oversee the performance of the charity's governance processes and its management of key risks.
- The Engagement Committee meets four times a year, in advance of each Board meeting, to review the development and implementation of the fundraising and marketing strategies and oversee fundraising performance and the associated pipeline of opportunities.
- The Audit and Finance Committee meets at least once yearly to oversee the charity's financial position and endorse its Annual Report and Accounts.

A trustee chairs each committee, with members including other trustees and staff. Nominated trustees have oversight of the charity's core policies and procedures and participate in ad hoc advisory or steering groups to provide advice, input and support in the development of key subjects. During the year, these included strategy, marketing, contract management and equality, diversity and inclusion.

In view of the increasing demand for and delivery of services, we developed draft terms of reference for a fourth committee to cover our operations. This committee will oversee the development and implementation of our organisational strategy, ensure the quality and innovation of our services, review our safeguarding practices, and monitor the performance and impact of our non-financial services. We plan to formally establish this committee in the 2024-25 financial year.

Key discussions at Board meetings during 2023-24 focused on the charity's delivery of essential youth services and the associated outputs and outcomes framework, and the safeguarding of children and young people. There was also focus on evolving the charity's organisational strategy, monitoring progress against the approved annual business plan and budget, the charity's financial position, fundraising performance and strategy, charity governance, risk management and the Annual Report and Accounts.

In accordance with the Charity Commission Governance Code recommended practice, trustee terms are subject to re-appointment every three years for up to three terms, following which their further re-appointment can only be for exceptional circumstances. These are subject to a rigorous review balancing the need for progressive refreshing of the Board with existing experience and are fully explained in the related Annual Report and Accounts.

Each new trustee receives a comprehensive induction programme, including a Trustee Handbook, and is invited to attend relevant training sessions, including safeguarding and data protection. Trustees are also required to sign annual declarations of their personal interests and of their eligibility to continue as a trustee.

Trustee biographies

Current serving trustees

Nigel Goddard, Chair

After retiring from a 35-year international career with BP, Nigel wanted to give something back to local communities. Having strong family values, he looked to support the wellbeing of children and young people, given the ever-increasing pressures in their daily lives. He fully subscribes to Eikon's strategic aims, values and focus on youth services, and joined us in 2016 following a merger with the Windle Valley Youth Project, which he chaired. Now an independent consultant to the oil and gas industry, Nigel is also a business advisor with Young Enterprise and a former Volunteer Mentor and Youth Club Volunteer.

Debbie Boughtflower

Debbie has worked with vulnerable children for over 30 years, volunteering for a number of charities at home and abroad, and as a respite foster carer for Surrey County Council for 14 years. Following 30 years as a programme and operations manager in the private and public sectors, Debbie moved to the charity sector, first with the NSPCC and currently with The Poppy Factory, supporting service development, delivery and evaluation for vulnerable young people and adults. Debbie was drawn to Eikon because of its focus on prevention and early help, as she believes in empowering young people to thrive and develop the confidence to be whoever they want to be.

Anneke de Boer

A retired Morgan Stanley investment banker, Anneke served three terms as a Governor at St George's University Hospitals NHS Foundation Trust and is part of a multidisciplinary team providing business support to charities. Her belief that programmes like ours can leverage local understanding to provide a faster and more tailored strategy than national initiatives led her to join Eikon. A parent to two young men herself, Anneke knows being a teenager isn't easy. She is driven to help her community so that all young people have the opportunity to shape their own futures.

Julie Gillis

Following a long career in the public sector, where she delivered major government change programmes, Julie brings a wealth of experience at board level, in operations and in financial compliance. She is passionate about improving social mobility and children's mental health and shares a strong sense of purpose and values with Eikon's CEO and leadership team. Julie is a committed mentor with a focus on equality and diversity, and has more recently been working in secondary schools supporting children and young people with special educational needs.

Richard Moseley

Richard is a retired banker with broad general management experience in a number of countries. He joined us after feeling inspired while talking to our CEO, Chris Hickford, about the challenges faced by children in Surrey and becoming convinced of the importance of early help. His motivation to work with us was strengthened after he heard stories from young adults who had benefited from our service. In his words, 'the question should be, how could one **not** help Eikon?'

Michael Pyman

Mike brings a young person's perspective to Eikon's board. He was motivated to join us as a trustee after receiving support from Eikon at secondary school. He was also inspired by our CEO, Chris Hickford, and by what he describes as Chris's drive, selflessness and dedication to improving young people's lives. Supported by us during his five years at Fullbrook School, Mike believes he wouldn't be where he is today without Chris or Eikon and wants other young people to receive the same help and support he did.



Amanda Stevens

Mandy is a registered nurse with 33 years' clinical and managerial expertise and experience at NHS board director level. Recognised as a subject matter expert in mental health, Mandy has 15 years' clinical experience across a range of mental health services and says her personal experience of using mental health services has had a significant impact on the way she approaches her work. A vocal advocate for mental health, including national mental health awareness campaigns, suicide prevention and anti-stigma campaigns, Mandy is also a national expert advisor to the Mental Health Safety Improvement Programme.

Stefanie Verdorfer

Stefanie is a philanthropy expert with a background in global fundraising, developing multi-million philanthropic partnerships, capacity building and strategy development. She works with international funders and organisations to advance their philanthropic goals in a wide range of areas including global health, education, gender equality and climate change. She is passionate about driving impact through meaningful partnerships. Stefanie lives with her family in Surrey and is keen to use her experience and skills to support children and young people in her community.

Rebecca Wakefield

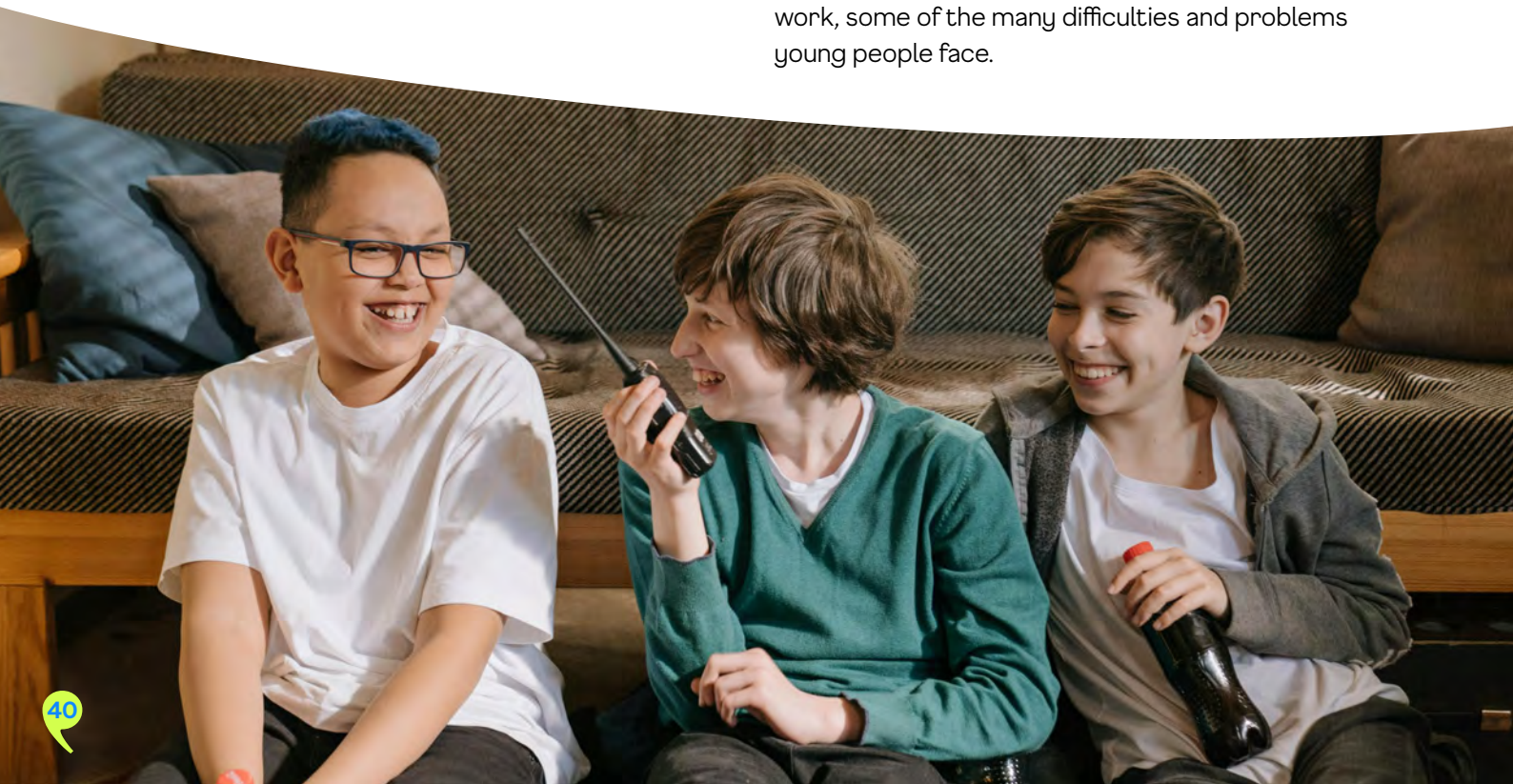
Rebecca is a communications and engagement specialist with extensive experience in both the public and private sectors, focusing on a wide range of issues such as education, climate and the built environment. She brings valuable knowledge and support to our communications strategy, marketing efforts and work to develop external relationships. Rebecca lives close to the area we serve, enjoys helping to support local children and says 'it would have been great' to have had access to a service like ours when she was at school.

Ian Watson

Ian is a qualified accountant who has extensive non-executive and executive board experience in both the private and charitable sectors. Having been aware for some time of our services for young people, he found that joining Eikon was 'a natural choice' when he was looking to assist a Surrey-based charity helping children and young people.

Kevin Young, Finance Trustee

Kevin is a Price Waterhouse-trained chartered accountant with more than 30 years' experience in senior finance roles, including at local civil engineering business Mouchel. He was inspired to join Eikon by our leadership and management and the team's enthusiasm, dedication and determination. Kevin wanted to use his experience to support our work, having experienced first-hand, through wider family and other volunteering work, some of the many difficulties and problems young people face.



Our organisational structure

Overall responsibility for the charity's strategy, governance and policy rests with the trustees.

Day-to-day operational responsibility sits with the Chief Executive Officer, who leads the staff and volunteer team.

Our Senior Leadership Team collectively manages the work of the charity and our staff and volunteers, and consists of:

- Chief Executive Officer
- Deputy Chief Executive Officer
- Head of Engagement
- Head of Finance
- Head of Services (job share)



Trustees' report and accounts

for the year ended 31 March 2024

Financial review

There was an overall gain for the period of £132,566 compared with a loss of £145,602 in 2022-23. Total income increased by 28% to £2,586,379 in 2023-24 from £2,018,130 in 2022-23. Total expenditure increased by 14% to £2,451,898 in 2023-24 from £2,156,376 for 2022-23. The disproportionate increase in income compared to expenditure reflected the timing of grant income and strong performance from the Mindworks contract. During the year, Eikon continued to work as part of an alliance to deliver Mindworks, the Emotional Wellbeing and Mental Health service for children and young people in Surrey.



Income from donations and similar income increased by 37% to £729,630 from £530,831 in 2022-23. Within this, income from donations, including from major donors, improved slightly to £325,293 in 2023-24 compared with £320,582 in 2022-23. Amounts received in grants from trusts and foundations increased to £398,828 in 2023-24 compared with £188,029 in 2022-23 mainly due to Eikon securing two significant grants both for the next five years for new projects. Income from fundraising events during the year was £11,583 compared with £22,220 raised in 2022-23,

Income from charitable activities increased by 24% to £1,824,838 in 2023-24 from £1,474,119 in 2022-23, partly due to the availability of additional one-off funding in relation to Mindworks for 2022-23 aimed at reducing the waiting lists for children and young people in Surrey as well as increased activity overall within our existing contract. The Mindworks contract is for a minimum of seven years from April 2021, extendable to 10 years, meaning that the alliance can plan for the long term together.

Investment income increased by 142% from £13,180 to £31,911, mainly due to the increase in interest rates on cash deposits during the year.

Expenditure on Charitable Activities increased by 16% to £2,244,972 due to the additional one-off funding in relation to Mindworks as will as other new contracts including the 18-month Safer Streets project in conjunction with Runnymede Borough Council.

Expenditure on raising funds decreased by 9% to £206,926 in 2023-24 from £227,421 in 2022-23. This was due to staff vacancies within this area during the year. For every £1 spent on fundraising in 2023-24, we raised £2.53 in income, compared with £2.33 in 2022-23.

Reserves policy

Total reserves at the year-end were £924,478 versus £791,912 at the end of the 2022-23, comprising unrestricted general £355,558 (2022-23: £296,840), unrestricted designated £390,000 (2022-23: £407,539) and restricted £178,920 (2022-23: £87,533).

Unrestricted designated reserves of £390,000 were received in 2020-21 from the winding up of a charitable trust. The trustees agreed to treat these funds as designated with the aim of holding them for the long-term strategic development of the charity.

The trustees have reviewed the charity's reserves policy, specifically the level of unrestricted general reserves required to cover the main risks facing the organisation. These principally include continuing to support young people while we help to put in place alternative arrangements to support them and their families if we were suddenly faced with a significant reduction in our funding or other financial challenge.

The trustees have determined that we would aim to provide such support for a period of between four and six months, which in financial terms equates to £350,000 to £450,000 for our core services, excluding subcontracted activities. As a result, we have set the target range for unrestricted reserves at £350,000 to £450,000. At 31 March 2024, unrestricted reserves were £745,558.

Statement of trustees' responsibilities

The trustees (who are also the directors for the purpose of company law) are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and regulations.

Company law requires the trustees to prepare financial statements for each financial year. Under that law the trustees must prepare the financial statements in accordance with UK generally accepted accounting practice (UK accounting standards and applicable law). Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period.

In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles in the Charities SORP.
- Make judgements and accounting estimates that are reasonable and prudent.
- State whether applicable UK 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 presume that the charitable company will continue to operate.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company 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 company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the UK governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

The trustees confirm that so far as they are aware, there is no relevant audit information (as defined by section 418(3) of the Companies Act 2006) of which the charitable company's auditors are unaware. They have taken all the steps that they ought to have taken as trustees in order to make themselves aware of any relevant audit information and to establish that the charitable company's auditors are aware of that information.

The Eikon Charity is a company, limited by guarantee and governed by its Articles of Association. The trustees' report also represents the directors' report, as required by company law. The financial statements have been prepared in accordance with the accounting policies set out in notes to the financial statements and comply with the charity's governing document and the Companies Act 2006 and 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 published on 16 July 2014.

The trustees confirm they have given due consideration to the Charity Commission's published Guidelines on the Public Benefit requirement under section 4 of the Charities Act 2011.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Fundraising Code of Practice

As a charity, we rely on donations as part of our income and we fundraise in a number of ways for the funds needed to help more children and young people.

We engage members of the public, our supporters and organisations directly through our own fundraising team to encourage donations to Eikon's work. We also offer a number of events, such as marathons, where supporters can take on challenges that raise money for Eikon through sponsorship. We do not use any external professional fundraisers and have not worked with commercial participators in 2023-24.

Our supporters are crucial to our work with young people and we are registered with the Fundraising Regulator to help us continue in our goal to offer people the best experience possible when engaging with us. This means that we are committed to meeting the standards in the Code of Fundraising Practice and to the Fundraising Promise.

Our staff and trustees regularly monitor our fundraising activity to ensure our staff and volunteers are upholding our high standards and commitment to our supporters. This includes taking part in our fundraising events and initiatives, regular reviews of practice and lessons learned from completed activities and an annual report and quarterly updates to our Board. No failures to comply with the standards in the Code of Fundraising Practice were identified in 2023-24. We are proud that we received no complaints about our fundraising activity during 2023-24.

The welfare of everyone we engage with is of paramount importance for us, and we ensure potentially vulnerable members of the community are able to engage with Eikon in a way that is right for them. Individuals can have the same experience and benefits of our news, stories, engagement and activities without making a donation. Any supporters or members of the public who do not want contact from us can easily tell us their wishes and then are not included in those communications. We ensure that everyone working on behalf of Eikon to raise funds is briefed or trained on what is expected of them in their role, including to ensure that our fundraising is not unreasonably intrusive or persistent and that we do not pressurise anyone to give to Eikon.

We remain committed to our goal of offering the best experience possible for anyone and everyone engaging with Eikon.

Approved by the Eikon board of trustees on 19 November 2024 and signed on its behalf by:



Nigel Goddard
Chair of Trustees

Independent auditor's report

to the members of The Eikon Charity

Opinion

We have audited the financial statements of The Eikon Charity (the 'charitable company') for the year ended 31 March 2024, which comprise the statement of financial activities, balance sheet, statement of cash flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102, the financial reporting standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- Give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- Have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the 'Auditor's responsibilities for the audit of the financial statements' section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the entity's ability to continue as a going concern for a period of at least 12 months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the Annual Report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained

within the Annual Report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements, or to our knowledge (obtained in the audit or otherwise) appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- The information given in the trustees' report, which includes the directors' report prepared for company law purposes, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- The directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- Adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- The financial statements are not in agreement with the accounting records and returns; or
- Certain disclosures of trustees' remuneration specified by law are not made; or
- We have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.



Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. These matters were discussed amongst the engagement team at the planning stage and the team remained alert to non-compliance throughout the audit.

Audit procedures undertaken in response to the potential risks relating to irregularities (which include fraud and non-compliance with laws and regulations) comprised: enquiries of management and trustees as to whether the entity complies with such laws and regulations; enquiries with the same concerning any actual or potential litigation or claims; inspection of relevant legal correspondence; review of trustees' meeting minutes; testing the appropriateness of journal entries; and the performance of analytical review to identify unexpected movements in account balances which may be indicative of fraud.

No instances of material non-compliance were identified. However, the likelihood of detecting irregularities, including fraud, is limited by the inherent difficulty in detecting irregularities, the effectiveness of the entity's controls, and the nature, timing and extent of the audit procedures performed. Irregularities that result from fraud might be inherently more difficult to detect than irregularities that result from error. As explained above, there is an unavoidable risk that material misstatements may not be detected, even though the audit has been planned and performed in accordance with ISAs (UK).

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: https://www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



AM Skilton (Senior Statutory Auditor)

For and on behalf of Brewers Chartered Accountants, Statutory Auditor

Bourne House
Queen Street
Gomshall
Surrey GU5 9LY
Date: 19 November 2024

The Eikon Charity

Statement of financial activities

for the year ended 31 March 2024

(incorporating income and expenditure account)

	Notes	General funds	Designated funds	Total unrestricted funds	Restricted funds	**Total funds 2024**	**Total funds 2023**
		£	£	£	£	**£**	£
Income and endowments							
Donations and similar income	3	312,350	-	312,350	417,280	**729,630**	530,831
Charitable activities	4	1,824,838	-	1,824,838	-	**1,824,838**	1,474,119
Investment income	5	31,911	-	31,911	-	**31,911**	13,180
Total income		**2,169,099**	**-**	**2,169,099**	**417,280**	**2,586,379**	**2,018,130**
Expenditure							
Raising funds	6	206,926	-	206,926	-	**206,926**	227,421
Charitable activities	7	1,901,540	17,539	1,919,079	325,893	**2,244,972**	1,928,955
Total expenditure		**2,108,466**	**17,539**	**2,126,005**	**325,893**	**2,451,898**	**2,156,376**
Net income/ (expenditure) before investments gain/(loss)		**60,633**	**(17,539)**	**43,094**	**91,387**	**134,481**	**(138,246)**
Net loss on investments	12	(1,915)	-	(1,915)	-	**(1,915)**	(7,356)
Net income/ (expenditure) after investments gain/(loss)		**58,718**	**(17,539)**	**41,179**	**91,387**	**132,566**	**(145,602)**
Transfers between funds		-	-	-	-	-	-
Net movement in funds		**58,718**	**(17,539)**	**41,179**	**91,387**	**132,566**	**(145,602)**
Reconciliation of funds							
Total funds brought forward 1 April 2023		296,840	407,539	704,379	87,533	**791,912**	937,514
Total funds carried forward 31 March 2024		**355,558**	**390,000**	**745,558**	**178,920**	**924,478**	**791,912**

There were no recognised gains or losses other than those shown in the statement of financial activities.
All income and expenditure is derived from continuing activities.
The accompanying notes form part of these financial statements.

The Eikon Charity

Balance Sheet

as at 31 March 2024

Registered company number 5402398

	Notes	Total 2024	Total 2023
		£	£
Fixed assets			
Tangible assets	11	-	17,539
Investments	12	12,286	46,641
Total fixed assets		**12,286**	**64,180**
Current assets			
Debtors	13	29,682	56,292
Investments	12	255,000	-
Cash at bank and in hand		820,602	916,299
Total current assets		**1,105,284**	**972,591**
Liabilities			
Creditors: amounts falling due within one year	14	(193,092)	(244,859)
Net current assets		**912,192**	**727,732**
Total net assets		**924,478**	**791,912**
Funds of the charity			
General funds	16	355,558	296,840
Designated funds	16	390,000	407,539
Total unrestricted funds		**745,558**	**704,379**
Restricted funds	16	178,920	87,533
Total funds		**924,478**	**791,912**

The accompanying notes form part of these financial statements.
The financial statements have been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.
The financial statements were approved by the board and authorised for issue on 19 November 2024 and signed on its behalf by:



Nigel Goddard
Chair of Trustees



Kevin Young
Finance Trustee

The Eikon Charity

Statement of cash flows

for the year ended 31 March 2024

	Total 2024	Total 2023
	£	£
Cash flows from operating activities		
Net income/(expenditure) for the year	**132,566**	**(145,602)**
Adjustments for		
Depreciation	17,539	17,538
Revaluation and disposal of investments	1,915	7,356
Dividends and interest from investments	(31,911)	(13,180)
Decrease in debtors	26,610	39,831
(Decrease) in creditors	(51,767)	(8,439)
Net cash (used in)/provided by operating activities	**94,952**	**(102,496)**
Cash flows from/(to) investing activities		
Dividends and interest from investments	31,911	13,180
Proceeds of sale of fixed asset investments	32,440	-
Net cash from/(to) investing activities	**64,351**	**13,180**
Changes in cash and cash equivalents in the year	159,303	(89,316)
Net cash and cash equivalents at the start of the year	916,299	1,005,615
Net cash and cash equivalents at the end of the year	**1,075,602**	**916,299**

The accompanying notes form part of these financial statements.

The Eikon Charity

Notes to the financial statements

for the year ended 31 March 2024

1. Charity information

The charity is a private limited company (registered number 5402398), which is incorporated and domiciled in the UK and is a public benefit entity. The address of the registered office is Eikon, Selsdon Road, New Haw, Addlestone, Surrey KT15 3HP.

2. Accounting policies

a) Basis of accounting

The financial statements of the charity, which is a public benefit entity, have been prepared 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) (2nd edition, effective January 2019; 'Charities SORP') and Companies Act 2006. The financial statements have been prepared under the historical cost convention.

The trustees have assessed whether the use of the going concern basis is appropriate and have considered possible events or conditions that might cast significant doubt on the ability of the charity to continue as a going concern. The trustees have made this assessment for a period of at least one year from the date of approval of the financial statements. In particular, the trustees have considered the charity's forecasts and projections. After making enquiries, the trustees have concluded that there is a reasonable expectation that Eikon has adequate resources to continue its activities for the foreseeable future. Accordingly, they continue to adopt the going concern basis in preparing the financial statements.

b) Fund accounting

Restricted funds are those received for undertaking an activity specified by the donor when making the gift. The charity makes an administrative charge for the operation of restricted funds, which is included in the cost of raising funds. The costs for administration are also shown as restricted fund expenditure.

General funds are unrestricted funds given freely to the charity that can be applied at the discretion of the trustees in accordance with the objectives of the charity.

Designated funds are funds set aside by the trustees out of unrestricted funds for specific purposes.

c) Income

All income, including donations and associated income tax recoveries from donations received under Gift Aid, is included in the statement of financial activities where the charity is entitled to the income and the amount can be quantified with reasonable accuracy.

All grants and contractual payments are included on a receivable basis. Contractual income is recognised as performance obligations are satisfied. Grant income with performance-related conditions received in advance of delivering specified goods and services, or income with a time restriction placed on it by the donor, is carried forward in restricted reserves until the donor-stipulated criteria are met. Income is also deferred if it is probable it could become refundable or if it is received in advance for a future accounting period.

Gifts in kind and donated services have been included at the lower estimate of their value to the charity and their estimated open market value. No amount has been included for services donated by volunteers. Where out-of-pocket travel and other expenses have been reimbursed to volunteers, these costs are included in the accounts.

Surplus funds are invested in bank deposits to earn interest.

d) Expenditure

Expenditure is recognised on an accruals basis and allocated to the appropriate heading in the financial statements. Expenditure includes attributable VAT which cannot be recovered.

Charitable activities expenditure enables Eikon to meet its aims and objectives for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Expenditure on raising funds includes the direct costs of fundraising activities (which promote fundraising and the activities of the charity generally) and a proportion of support costs.

Governance costs are those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked to the strategic management of the charity.

Support costs are those costs which enable fundraising and charitable activities to be undertaken. These costs include finance, human resources, premises, IT, legal and governance costs. All support costs are apportioned on the basis of time spent by staff on each category of work.

e) Tangible fixed assets

Tangible assets are stated at cost. Depreciation is calculated to write off the cost of the asset over its estimated useful life as follows:

- Portakabin – depreciated over 10 years straight line.
- Office furniture and equipment – depreciated over 5 years straight line.

Tangible assets costing less than £2,000 are not capitalised and are written off in the year of purchase.

f) Investments

Fixed asset investments are a form of basic financial instrument and are initially recognised at their transaction value and subsequently measured at their fair value as at the balance sheet date using the closing quoted market price. The statement of financial activities includes the gains and losses arising on revaluation and disposals throughout the year. Current asset investments are held in the form of cash on the CAF Charity Deposit Platform..

g) Cash management

Cash not required for day-to-day operations, but for the medium term is placed, via the CAF Charity Deposit Platform (CAF Platform), on deposit having regard to the duration, amount relative to the Financial Services Compensation Scheme limit and credit rating of the institution concerned. The CAF Platform is a charity deposit platform provided by Flagstone Investment Management which enables the charity to diversify its cash holdings.

h) Debtors and Prepayments

Debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

i) Creditors

Creditors are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors are recognised at their settlement amount after allowing for any trade discounts due.

j) Taxation

The charity is exempt from corporation tax on its charitable activities under Part 1 Schedule 6 Finance Act 2010.

k) Pensions costs

With effect from 1 January 2017, the charity has incurred costs in relation to the defined-contribution scheme, operated by Aviva, which are included in staff pension costs. Costs recognised are equivalent to the contributions in the year and are recognised on an accruals basis and any unsettled amounts are included in other creditors.

l) Transfer between funds

The trustees have the authority to transfer monies out of the general funds into the restricted funds if required.

m) Reserves policy

On a yearly basis, the trustee board examines Eikon's reserves in the light of the risks facing the organisation and takes into account the Charity Commission's guidance. The policy on reserves is set out in the trustees' report.

3. Donations and similar income

	Unrestricted	Restricted	2024	2023
	£	£	£	£
Donations	241,767	77,452	319,219	320,582
Grants	59,000	339,828	398,828	188,029
Fundraising events	11,583	-	11,583	22,220
	312,350	**417,280**	**729,630**	**530,831**

4. Income from charitable activities

	Unrestricted	Restricted	2024	2023
	£	£	£	£
Mental health services income	1,693,086	-	1,693,086	1,370,152
Community based youth work	51,671	-	51,671	-
Schools income	80,081	-	80,081	103,967
	1,824,838	**-**	**1,824,838**	**1,474,119**

5. Investment income

	Unrestricted	Restricted	2024	2023
	£	£	£	£
Bank deposit interest	31,251	-	31,251	11,922
Schroder portfolio dividend income	660	-	660	1,258
	31,911	**-**	**31,911**	**13,180**

6. Raising funds

	Unrestricted	Restricted	2024	2023
	£	£	£	£
Staff costs	163,123	-	163,123	163,734
Other direct costs	43,803	-	43,803	63,687
	206,926	**-**	**206,926**	**227,421**

7. Charitable activities

	Youth work	Mental health work	Organisational support	Total 2024	Total 2023
	£	£	£	£	£
Staff costs	249,525	1,102,612	538,054	1,890,191	1,611,799
Activities undertaken directly	23,238	70,739	-	93,977	52,537
Premises costs allocated	7,518	33,426	16,902	57,846	52,043
Support costs allocated	26,333	100,387	41,489	168,209	187,201
Governance (see note below)	-	-	34,749	34,749	25,375
	306,614	**1,307,164**	**631,194**	**2,244,972**	**1,928,955**

Governance	2024	2023
	£	£
Audit	10,510	9,324
Staff costs	24,239	16,051
	34,749	**25,375**

8. Trustees

During the year, no trustees received any remuneration and no trustees were paid travel expenses or small administrative expenses (2023: £0). The total donations received by Eikon from trustees and their related parties was £980 (2023: £1,750).

Related party transactions: Surrey Wellbeing Partnership (SWP) is a partnership with twelve organisations, of which The Eikon Charity is one. The Chief Executive of The Eikon Charity is appointed to the Board of Trustees of SWP as a nominated representative and is entitled to one vote only. During the year, there were related party transactions in the form of contract payments from SWP, and any unutilised balances payable to SWP. At 31 March 2024 the total payments from and amounts due to SWP were £1,644,834 payments (2023 : £1,447,548) and amounts due £17,205 (2023 : £137,911).

9. Employees and key management personnel

The key management personnel of the charity are the Board of Trustees and the Senior Leadership Team (SLT). The SLT comprises of the Chief Executive Officer, Deputy CEO, Head of Engagement, Head of Finance and the joint Heads of Services. The total remuneration and benefits received by SLT was £334,223 (2023: £254,346). The SLT was expanded during the year from 4 to 6 by the appointment of the joint Heads of Services and the creation of a new role, the Deputy CEO.

	2024	2023
	£	£
Staff costs were as follows:		
Wages and salaries	1,857,702	1,601,293
Social security costs	168,107	145,276
Pension costs	51,744	45,015
Total staff costs	**2,077,553**	**1,791,584**

The average number of actual employees and full-time equivalent employees, analysed by function, during the year was as follows:

	2024		2023	
	Average no.	FTE no.	Average no.	FTE no.
Fundraising	4.0	2.7	6.0	3.3
Charitable activities	43.7	35.4	42.2	34.8
Governance	-	0.1	-	0.1
Other	14.8	10.7	15.4	10.8
Average number of employees employed during the year:	**62.5**	**48.9**	**63.6**	**49.0**

The number of employees whose remuneration, excluding employer pension costs, fell within each band of £10,000 from £60,000 upwards is as follows:

	2024	2023
	No.	No.
£60,001 to £70,000	3	1

The salary received by the highest paid member of staff (the Chief Executive) was:

	2024	2023
	£	£
Salary	**69,153**	**64,860**

Contributions to the defined contribution pension scheme on behalf of the Chief Executive were £2,074 (2023: £1,946).

Changes to staff salaries and benefits are proposed by the Chief Executive and approved by the Board of Trustees.

10. Defined-contribution pension scheme

	2024	2023
	£	£
Costs of the scheme to the charity for the year	**51,744**	**45,015**

The charitable organisation operates a defined-contribution pension scheme for permanent staff with an employer contribution of 3% (2023: 3%) in the year. The amount owed to the pension scheme at 31 March 2024 was £4,952 (2023: £3,943).

11. Tangible fixed assets

	Portakabin/ upgrades	Office furniture and equipment	Total
	£	£	£
Cost			
At 1 April 2023	175,384	2,818	178,202
At 31 March 2024	175,384	2,818	178,202
Depreciation			
At 1 April 2023	157,845	2,818	160,663
Charge for year	17,539	-	17,539
At 31 March 2024	175,384	2,818	178,202
Net book value			
At 31 March 2023	**17,539**	**-**	**17,539**
At 31 March 2024	**-**	**-**	**-**

12. Investments

	2024	2023
	£	£
Fixed Asset Investments		
Cost		
At 1 April 2023	46,641	53,997
Disposals	(32,440)	-
Loss on disposal	(2,138)	-
Gain/(loss) on revaluation	223	(7,356)
At 31 March 2024	**12,286**	**46,641**
Current Asset Investments		
Cash held as an investment	255,000	-
	255,000	**-**

13. Debtors

	2024	2023
Due within one year:	£	£
Trade debtors	15,557	3,756
Other debtors	-	25,000
Prepayments	5,679	14,415
Accrued income	8,446	13,121
	29,682	**56,292**

14. Creditors

	2024	2023
Amounts falling due within one year:	£	£
Trade creditors	38,859	171,700
Other creditors	20,892	8,774
Accruals	23,667	25,144
Deferred income (see note 15)	62,459	675
Social security and other taxes	47,215	38,566
	193,092	**244,859**

15. Deferred income

	2024	2023
	£	£
Balance at 1 April 2023	675	144,657
Income deferred	1,713,563	1,302,374
Income released to SOFA	(1,651,779)	(1,446,356)
Balance at 31 March 2024	**62,459**	**675**

Income is deferred when it is received in advance of delivering specified goods or services or in relation to a future accounting period.

16. Funds

	At 1 April 2023	Income	Transfers	Other gains and (losses)	Expenditure	At 31 March 2024
	£	£	£	£	£	£
Unrestricted funds						
General funds	296,840	2,169,099	-	(1,915)	(2,108,466)	355,558
Designated funds						
Portakabin depreciation	17,539	-	-	-	(17,539)	-
Investment fund	390,000	-	-	-	-	390,000
Total designated funds	407,539	-	-	-	(17,539)	390,000
Total unrestricted funds	**704,379**	**2,169,099**	**-**	**(1,915)**	**(2,126,005)**	**745,558**
Restricted funds						
Youth work – communities	52,146	86,556	(12,032)	-	(75,917)	50,753
Youth work – schools	12,887	221,224	12,032	-	(144,823)	101,320
Support costs	22,500	109,500	-	-	(105,153)	26,847
Total restricted funds	**87,533**	**417,280**	**-**	**-**	**(325,893)**	**178,920**
Total funds	**791,912**	**2,586,379**	**-**	**(1,915)**	**(2,451,898)**	**924,478**

17. Analysis of net assets by funds

	Unrestricted funds	Designated funds	Restricted funds	Total
	£	£	£	£
Fixed assets	12,286	-	-	12,286
Current assets	536,364	390,000	178,920	1,105,284
Current liabilities	(193,092)	-	-	(193,092)
	355,558	**390,000**	**178,920**	**924,478**

18. Comparatives for the statement of financial activities

The Eikon Charity statement of financial activities for the year ended 31 March 2023 (incorporating income and expenditure account)

	General funds	Designated funds	Total unrestricted funds	Restricted funds	Total funds 2023	Total funds 2022
	£	£	£	£	£	£
Income and endowments						
Donations and similar income	351,221	-	351,221	179,610	**530,831**	531,031
Charitable activities	1,474,119	-	1,474,119	-	**1,474,119**	1,302,485
Investment income	13,180	-	13,180	-	**13,180**	5,085
Total income	**1,838,520**	**-**	**1,838,520**	**179,610**	**2,018,130**	**1,838,601**
Expenditure						
Raising funds	227,421	-	227,421	-	**227,421**	178,901
Charitable activities	1,668,563	17,538	1,686,101	242,854	**1,928,955**	1,638,751
Total expenditure	**1,895,984**	**17,538**	**1,913,522**	**242,854**	**2,156,376**	**1,817,652**
Net income/(expenditure) before investments gain/(loss)	**(57,464)**	**(17,538)**	**(75,002)**	**(63,244)**	**(138,246)**	**20,949**
Net (loss)/gain on investments	(7,356)	-	(7,356)	-	**(7,356)**	(1,657)
Net income/(expenditure) after investments gain/ (loss)	**(64,820)**	**(17,538)**	**(82,358)**	**(63,244)**	**(145,602)**	**19,292**
Transfers between funds	-	-	-	-	**-**	-
Net movement in funds	**(64,820)**	**(17,538)**	**(82,358)**	**(63,244)**	**(145,602)**	**19,292**
Reconciliation of funds						
Total funds brought forward 1 April 2022	361,660	425,077	786,737	150,777	**937,514**	918,222
Total funds carried forward 31 March 2023	**296,840**	**407,539**	**704,379**	**87,533**	**791,912**	**937,514**

Restricted donations and similar income of £179,610 relates to £92,031 restricted donations and £87,579 restricted grants.

Unrestricted income from donations and similar income of £351,221 relates to £228,551 donations, £100,450 grants and £22,220 fundraising events. Unrestricted income from charitable activities of £1,474,119 relates to £1,370,152 mental health services income and £103,967 schools income. Unrestricted investment income of £13,180 relates to £11,922 bank deposit income and £1,258 Schroder portfolio dividend income.

Unrestricted expenditure under raising funds of £227,421 relates to £163,734 staff costs and £63,687 other direct costs.

Expenditure under charitable activities of £1,928,955 relates to £1,611,799 staff costs, £52,537 activities undertaken directly, £52,043 premises costs, £187,201 support costs and £25,375 governance costs.

SPECIAL THANKS

We're incredibly grateful to the following organisations who supported our work helping young people so generously during 2023–24:

- Almond Tree Strategic Consulting Ltd
- Arabella and Julian Smith Trust
- Beaufort Energy
- Bigmore Associates
- Borrows Charitable Trust
- Bupa UK Foundation
- Byfleet United Charity
- Community Foundation for Surrey
- Farnham Institute Charity
- Frensham Heights School
- Future Biogas
- Give it Away Ltd
- George Abbot School
- The Gerald Bentall Charitable Trust
- Guildford Poyle Charities
- Heathervale Baptist Church
- High Sheriff Youth Awards
- Manor Green School
- Richard Davies Charitable Trust
- Runnymede Borough Council
- SC Johnson
- Sedel-Collings Foundation
- St James's Place Charitable Foundation
- All Age Autism Strategy, Surrey County Council
- Surrey Joint Carers Programme
- The Big Give
- The Coleman Charitable Trust
- The Loseley and Guildway Charitable Trust
- The National Lottery Community Fund
- The Parish of Wisley with Pyrford
- The Sterry Family Foundation
- UNUM
- Virtue Property Group
- Waitrose & Partners
- Walton Charity
- West Byfleet Golf Club
- West Surrey Golf Club
- William Wates Memorial Trust
- Woking Golf Club

We appreciate the kindness and generosity of all of our friends and supporters towards Eikon this year. Your support has enabled us to assist children and young people in Surrey. Thanks to your contributions, these young individuals receive the support they need and deserve, making a significant difference in their lives. We are extremely grateful to all our supporters, both new and those who have shown commitment to Eikon over many years. **Thank you.**



The Eikon Charity is helping young people in Surrey to feel safe, heard and supported, now and in the future.

We listen, we talk, and we help young people with the skills they need to live their best life.

eikon helping young people in Surrey

The Eikon Charity
Selsdon Road
New Haw
Addlestone
Surrey KT15 3HP

01932 347434 info@eikon.org.uk eikon.org.uk

facebook.com/eikoncharity twitter.com/eikoncharity

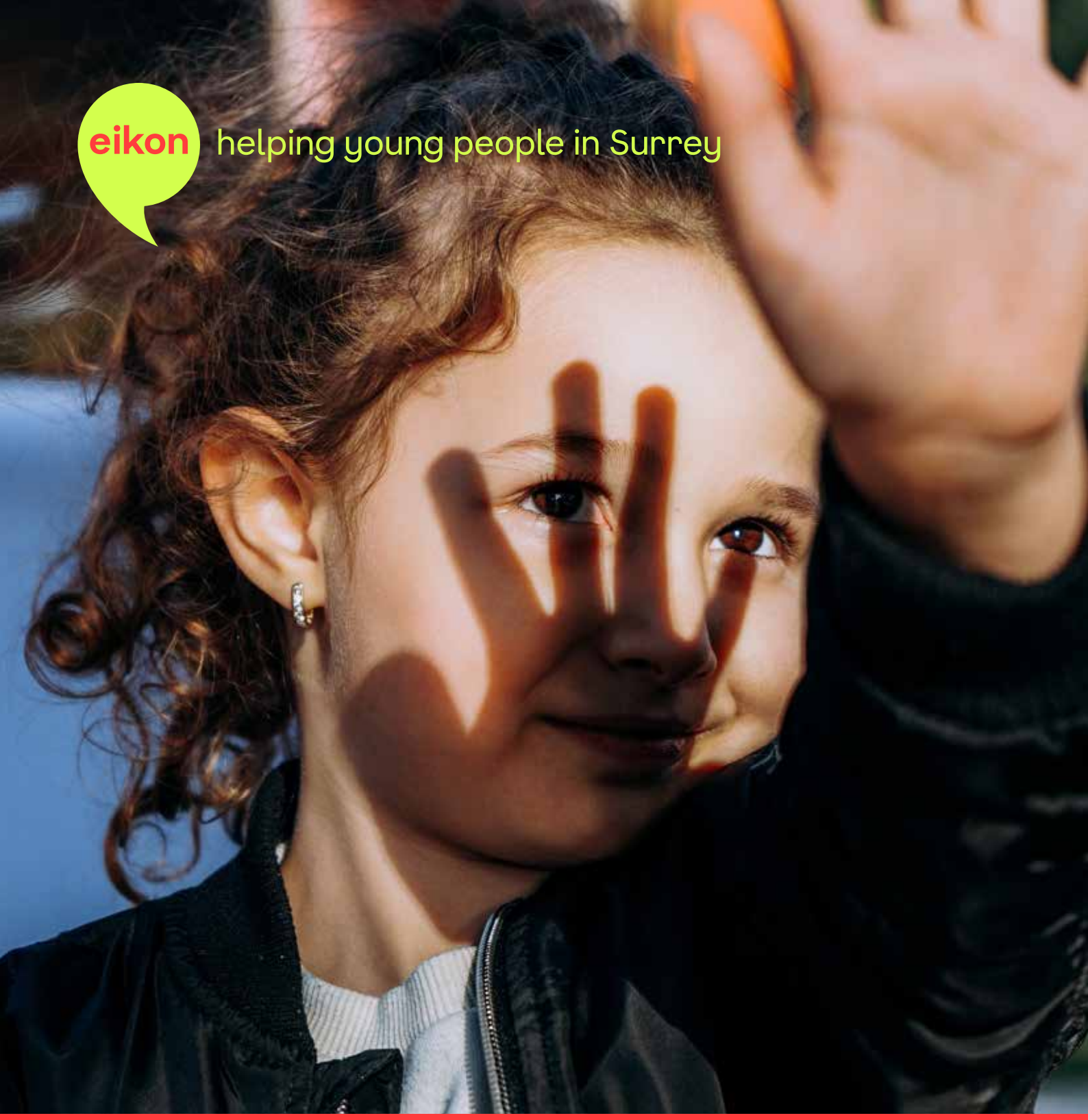
instagram.com/theeikoncharity linkedin.com/company/eikon

Charity number: 1109190 Company number: 5402398

THE EIKON CHARITY

England & Wales - Charity number 1109190

Accounts

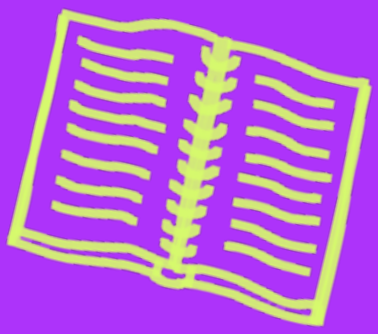


The Eikon Charity

Annual Report and Financial Statements 2022/23


YOU'RE NOT
"alone"

Contents



- About The Eikon Charity 3
- Being a young person today 6
- Chair and CEO's reflections 10
- Our year at a glance 13
- Activities and performance 15
- Fundraising highlights 50
- Plans for the future 53
- Governance, structure and management 55
- Key risks and uncertainties disclosures 61
- Trustees' report and accounts for the year ended 31 March 2023 63
- Independent auditor's report to the members of The Eikon Charity 66
- Statement of financial activities for the year ended 31 March 2023 70
- Balance sheet as at 31 March 2023 71
- Statement of cash flows for the year ended 31 March 2023 72
- Notes to the financial statements for the year ended 31 March 2022 73
- Special thanks 82

I can be open and honest and not be judged by what I say

– YOUNG PERSON

About The Eikon Charity

We help young people to feel safe, heard and supported. We listen, we talk, and we help children and young people with the skills they need to live their best life. And we work with families and professionals to make sure everyone gets the support they need.

We help children, young people and families through a range of tailored support services, including one-to-one sessions, group work, outdoor activities and much more. We continue to strive to make sure that every young person we meet feels safe, valued, cared for and supported in the best way for them.

Our work is driven by our core beliefs:

Growing up in today's world can be incredibly challenging.

Every young person deserves to feel safe.

Prevention and early intervention often stop problems from becoming much bigger.

We should listen to young people. They understand better than anyone what's happening in their own lives.

Schools, parents and carers sometimes need help to support young people.

Our work changes lives. We're helping children and young people to gain the confidence and the skills they need to thrive.

Everything we do is guided by our values:

We elevate and amplify the voices of children & young people.
The needs of young people guide everything we do, shaping every decision and action we take.

We act with compassion.
We empathise with the pressures of modern life and feel compelled to help without judgement.

We work together.
Partnering with parents, carers, schools, policymakers, and young people themselves helps us all to succeed.

We take responsibility.
We recognise our part to play in the future of children & young people, and we hold ourselves accountable for their success.

David's story
– Volunteer

In secondary school I was considered 'normal', someone who did their work and someone the school had no concerns about. But after a tough time in my first year of secondary school, I found myself feeling very depressed and scared of what the future may hold. I started having negative thoughts and questions about who I was and why I was so different.

In Year 8, it only started to get worse. Kids started saying horrible things to me in the playground. Inside my mood, anger and upset were getting worse. I was battling to try and get help – but just couldn't.

When I was 11, I found out lunch clubs were running in 'the blue buildings in the corner of the school', I thought I'd give it a try. The Eikon lunch clubs were an invaluable space to me throughout my time at Fullbrook School. They were a space to go where no one judged you, a space where you could be yourself. In Year 9 I also started to see an Eikon Youth Worker one-to-one, they helped me combat my anxiety and depression and boost my confidence. By the time Year 10 came around I felt so much happier, and even though I had the occasional bad week, I'd made so much progress and I have Eikon to thank for that.

But Year 11 was tough. I started to suffer with my depression again, was having arguments at home, and was stressed and anxious about my final year of GCSEs. I got help from a different Eikon Youth Worker who pointed me in the right direction. I felt back on track and made great progress with my GCSEs, and was even able to take on a Young Leader role with Eikon helping to run lunch clubs – this was a big milestone for me and overcoming my anxiety.

Since then, I became a Volunteer stepping up to helping supervise and run garden clubs for young people. I'm also now a Volunteer Mentor providing one-to-one support and passing on the different strategies I learnt to other young people who may benefit from them. I'm doing all of this while now studying at University.

In February 2023, I was incredibly pleased to be awarded Young Volunteer of the Year in the Runnymede Civic Awards! The best part of being a volunteer is seeing all the young people learning new skills with a 'learn by doing' approach in the garden. Seeing the positive impact these services have on young people, and knowing that mentoring is really making a difference.

Getting help from Eikon has really given me the confidence to do what I do today. I can't thank Eikon enough for the support they have given me and I'm glad that Eikon has given me the opportunity to help young people through lunch clubs and mentoring sessions today – long may it continue!

I cannot sing David's praises highly enough. He has overcome significant challenges in his own life, and now helps others in the same boat to feel valued, encouraged and hopeful.

– Chris Hickford MBE,
Founder and Chief Executive of Eikon



The children, young people and families' stories featured in this report are true, but some names and identifying details have been changed to protect them.

Being a young person today

Growing up in today's world can be incredibly challenging – it's why we listen to young people, they understand better than anyone what's happening in their own lives.

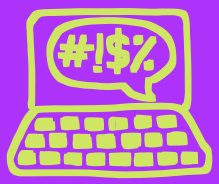
Children and young people's wellbeing is deeply interconnected to their different relationships with families and friends, their experiences in school, and the online world[1]. And it's clear that young people's wellbeing hasn't recovered since the pandemic – there have been major changes and disruptions to all these different aspects of their lives, from their family and living situations to accessing education[2]. On top of this, one of the biggest worries now facing young people is the cost-of-living crisis, with 46% of young people telling us economic uncertainty makes them feel hopeless about their future[3].

With limits to socialising during the pandemic, the online world became even more important to many children and young people as a place to have fun, connect with friends, and learn. While the internet can be a positive space for young people – there are potential dangers and harm we all need to be aware of to keep it safe. NHS reports show that one in eight 11 to 16 year old social media users said they'd been bullied online[4]. We can all do more to help keep the internet a safe space. Many young people will have grown up very familiar with the digital universe in a way their parents, carers, teachers,

46% of young people tell us economic uncertainty makes them feel hopeless about their future.



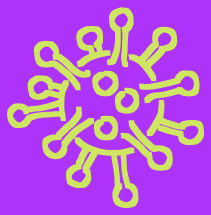
1 in 8 11 to 16 year old social media users said they'd been bullied online.



39% increase in under 18s being referred for NHS mental health treatment.



Before the pandemic, **1 in 9** children had 'a probable mental health disorder'. In 2020 this increased to **1 in 6** children, and has continued to rise since.





and other adults simply didn't have when they were younger. UK Safer Internet Centre revealed that 69% of parents and carers want to be able to talk to their child more easily and more often about being safe online[5].

Throughout the year, we had children and young people often coming to us simply wanting someone to talk to. Every young person is a unique individual working out who they are, while experiencing day-to-day challenges of being a young person – whether that's moving to secondary school, facing exam worries, or making friends. All of this and more is a lot for any child to go through, with the added worries of what's going on in the world. Children need a safe place to just be children and have a trusted adult to turn to.

NHS research showed that before the pandemic, one in nine children had 'a probable mental health disorder' – in 2020 this increased to one in six children, and has continued to rise since[6].

Children and young people with mental health problems are less likely to enjoy and feel safe at school or have a friend they could turn to for support[7]. This can make a young person feel incredibly alone and isolated, particularly if they don't know who else to turn to for help.

In 2023, reports suggested a 39% increase in under 18s being referred for NHS mental health treatment[8]. And estimates show us that in the next three to five years, 1.5 million children and young people will need new or further support for their mental health[9].

1 Childrens-Mental-Health-Services-2021-2022-1.pdf (childrenscommissioner.gov.uk)
2 Promoting children and young people's mental health and wellbeing (publishing.service.gov.uk)
3 Wellbeing of young people stagnates at all time low post pandemic, warns Prince's Trust NatWest annual research. (princes-trust.org.uk)
4 Mental Health of Children and Young People in England 2022 - wave 3 follow up to the 2017 survey - NDRS (digital.nhs.uk)
5 Safer-Internet-Day-2023-Full-Research-Report.pdf (d1xsi6mgo67kia.cloudfront.net)
6 Mental Health of Children and Young People in England 2022 - wave 3 follow up to the 2017 survey - NDRS (digital.nhs.uk)
7 Mental Health of Children and Young People in England 2022 - wave 3 follow up to the 2017 survey - NDRS (digital.nhs.uk)
8 Child referrals for mental health care in England up 39% in a year | Children | The Guardian
9 Extra investment needed to tackle surge in children and young people seeking support for eating disorders | NHS Confederation



> I just needed someone to listen to me ... I'm here today because they did.
>
> – YOUNG PERSON

Understanding and giving support for challenges early can often stop problems from becoming much bigger – and we believe every child deserves to feel safe, heard and supported.

But some children are having to wait months and months to access the right support, in which time their wellbeing and mental health can get much worse and reach crisis point.

All children and young people should be able to get support that is right for them, when they need it – before their worries and problems get worse.

> **The key aspect of improving mental health care for children is in preventative services, especially if we want to reduce demand for mental health units and ensure people get the care they need before it's too late.**
>
> – Sean Duggan OBE, chief executive of the NHS Confederation's mental health network

Lola's story
– Young person

I began to realise something was wrong during the second lockdown of the Covid pandemic. I started to feel nauseous from anxiety and felt very uncomfortable in my own skin.

I reached out for help because I was scared that if I didn't tell someone about the anxiety and depression, it would build up to a point where I couldn't control my actions and I would end up in a place I did not want to be.

I started my support sessions with Eikon and found that being able to speak to someone about the emotions overwhelming me and having someone give their time and patience was incredibly comforting. I didn't feel judged. Instead I felt relieved. That was now a year ago and, through support, I am coming to understand how to overcome the problems that sometimes take over me. I am much happier than I have been in a long while.



AMAZING SUPPORT

Chair and CEO's reflections

Ongoing development of the charity



Chris Hickford
CEO



Nigel Goddard
Chair

As an organisation, Eikon has made fantastic progress in recent years, and we've grown and developed significantly.

When we talk about growth, we not only mean our growth in terms of our number of staff and volunteers, income figures, or even the number of children, young people, and families we support – though all of these are important. We're also talking about growth in the depth of our expertise, diversity, professionalism, safeguarding, our ability to measure the impact we have, and what those figures and stories tell us – which is so positive. Over recent years, we've also experienced growth in our influence across Surrey as experts in our fields and trusted to help improve services for children and young people.

This year we have, and will continue to, invest in being the 'best in class' for the quality of our services for young people, our impact, and safeguarding practice. Key strategic projects have hugely progressed this year including:

- completing the first stage of our strategic review of services,
- improving our outcome measurement and impact reporting,
- furthering our equality, diversity, and inclusion work,
- and developing our new brand and website.

We wouldn't have been able to achieve all this, and continue providing critical support for young people, without the dedication and passion of all our staff and volunteers.

Look through the ‘Activities and performance’ section of this report and you’ll see just how much of an impact we’ve had in the lives of children, young people, and their families. This is thanks to each and every one of our dedicated staff and volunteers, generous supporters, and valued partners.

– CHRIS HICKFORD, CEO
& NIGEL GODDARD, CHAIR

Listening to children and young people

Children and young people should have an active voice in their care. It's vital that we listen to children and young people and truly understand what they need, particularly in the fast-changing world we live in. Our strategic services review and new brand were built on the foundations of listening to children and young people, families, and other key stakeholders, to help shape our services going forward and the way we communicate who we are, what we do, and why.

Continuing to deliver for children and young people

Flexibility is key if we're to continue to meet the needs of children and young people.

Amidst all our growth, we've continued to deliver caring, tailored, and safe support services for young people who need our help. We've further developed many of our programmes to adapt to the changing needs of children, working to ensure that all young people feel safe, heard, and valued.

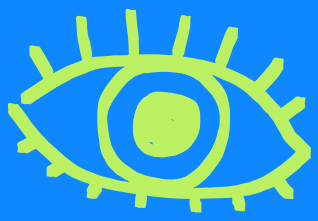
During the pandemic, early intervention and support became increasingly challenging as children coming to us for support often had more complex and serious needs than before. Although we're still experiencing a high need for our services, we're also able to focus more on providing vital early support and preventative services. We're seeing challenges develop at younger ages, and we need to do more to support children earlier on to build the tools to help care for their wellbeing and ensure they know who to turn to for support.

We recognise the need to consolidate and ensure that further growth, whilst responsive and flexible to the needs of young people, is resourced properly and sustainable – and is driven by data and insights. We will of course make sure we have the people we need in the right roles to ensure we can successfully deliver our strategy for young people.

We have built an amazing team, made up of individuals with invaluable unique skills and experience to support children, young people, and their families – and we're united in our mission to help young people across Surrey.



Our year at a glance



Our goals for the year:

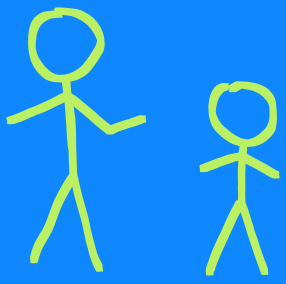
- Young people having someone to turn to
- Young people empowered
- Enabling adults to support the young person

In 2022/23 we achieved these goals through ...



2,054 children and young people attending sessions with Eikon

17,085 individual attendances at group and one to one sessions





1,339 parent and guardian attendances at Eikon

2,221 registrations to attend Eikon parent, guardian, and teacher **webinars**





209 schools with young people attending Eikon sessions

These numbers only tell part of the story – the real impact is the difference made to young people.

We asked children and young people directly what they thought. Here's what they said ...

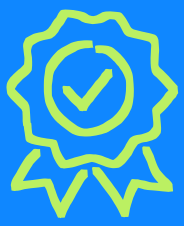
95.45% said

"Eikon gave me the support I needed at the right time"



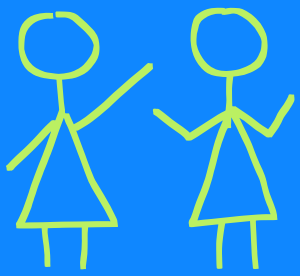
90.9% said

"the support Eikon gave me improved my situation"



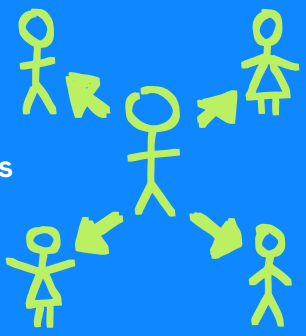
90.9% said

"I would recommend Eikon to a friend who needed support"



95.45% said

"I know which support networks are available to support me in the future"





Activities and performance

We're guided by the needs of young people. This means we work directly with children and young people themselves, but we also work with parents, carers and professionals in schools and communities to help support young people through every aspect of their lives.

Listening, understanding, and giving support for challenges early can often stop problems from becoming much bigger. Prevention and early intervention are essential to help ensure children and young people have the right support in place and know where they can turn for help[10].

Partnering with parents, carers, schools, organisations and policymakers helps us all support the best outcomes for young people. We recognise our shared part to play in the future of children and young people.

We're proud to also be a part of Mindworks Surrey since 2021 – the emotional wellbeing and mental health service for children and young people in Surrey. Mindworks focuses on ensuring children and young people have a central voice in decisions about their care, more choice about their support options, and more opportunity to access advice and help in their local community. We deliver a number of different support services for Mindworks, including one-to-one support, group work sessions, and signposting and advice.

All our different services aim to contribute to the wrap-around support we provide children and young people – making sure they have someone trusted and safe to turn to when they need help.



Mindworks Surrey

10 Childrens-Mental-Health-Services-2021-2022-1.pdf (childrenscommissioner.gov.uk)

Evidence tells us that if we don't keep children and young people safe through systematic means, young people will fall through the gaps and come to harm.

– SAFEGUARDING TEAM



Safeguarding

Keeping children and young people safe is a cornerstone of all Eikon's work, and safeguarding is everyone's responsibility. Our teams are also supported by a dedicated team of safeguarding professionals, who help ensure best practice in safeguarding across all areas of our work.

Safeguarding is approached from multiple perspectives to ensure children and young people are always kept safe. As a learning organisation, our team ensures that safeguarding is always at the forefront of everything we do. Throughout the year, the team has built upon our already comprehensive safeguarding training and has introduced bespoke guidance across the diverse areas of work that form Eikon. This included follow-up training for our Senior Leadership Team and Trustees, frontline practitioners, and our administration staff who often see and talk to children, young people, and their families in our office.

The Safeguarding Team is also responsible for the management of safeguarding policies for the organisation. We continue to develop systems for identifying and actioning concerns for young people, and have successfully exceeded expectations, evidenced by our annual safeguarding audit 'SafeWeek'.

We continue to grow our safeguarding capabilities to ensure they continue to keep children and young people safe, as our services grow. With our increased capabilities, we remain focused on championing best practice, both in responding to concerns – and using our unique insights to promote safeguarding across our networks.

Discovery Team

Our Discovery Team is responsible for effectively assessing the needs of children and young people who are referred for support, and matching them with a service provided by Mindworks Surrey partners that will best meet their unique needs.

Mindworks partners are working together to make it easier and quicker for young people to access the right advice and support. In 2022/23 our Discovery Team received 3,027 referrals for children and young people needing support. The Discovery Team reaches out to the parent or carers when they receive a referral. Getting as much information as possible about their young person's circumstances and preferences, as well as speaking with the young person if they're over 12 years old, ensures the right outcome can be reached for each young person.

By gathering all the relevant information about each young person's situation, we're able to make an informed decision on where they can get the best support that's right for them. If a young person's needs change during the process, meaning they need help sooner or a different type of help, our team is able to react and utilise the wider services available to meet those needs.

> It helped having someone to talk to about the problems I have at school and home and things that make me anxious
>
> – YOUNG PERSON



Mentoring

> Being a mentor for Eikon means you giving some of your time. Investing this time in young people that need support can help steer the rest of their lives for the better. What could be a more rewarding use of that time?
>
> – JIM, VOLUNTEER MENTOR



Volunteer Mentors meet young people face-to-face in school for one-to-one sessions, providing a safe space for students to explore their feelings and be listened to – sometimes for the first time.

Our team of Volunteer Mentors support young people across 6 different schools in Surrey. Volunteers aim to meet each young person they're supporting once a week for 12 weeks, but this can vary depending on the needs of each young person.

Mentoring sessions can help young people find their voice and feel confident enough to say how they are really feeling. Students can talk to their mentors about problems they're struggling with – from family and friendship issues to anxiety and worries about school. Mentors can also support young people in identifying and setting their own goals. Our mentors come from a range of backgrounds with unique skills and experiences they can use to help young people. One of the best scenarios is when a young person says they don't need to see their mentor anymore, because they have improved and built the skills to carry on without our support.

Wellbeing Ambassadors

Wellbeing Ambassadors is a student led wellbeing initiative designed to amplify student voice on whole school wellbeing.

Students from Year 3 to Sixth Form are trained in the 5 Ways to Wellbeing, with the aim to understand how to look after their own wellbeing, provide peer-to-peer support, and create projects to promote wellbeing in their schools. Between September 2022 and April 2023, we trained 227 Wellbeing Ambassadors across 23 schools.

The 5 Ways to Wellbeing offers an evidence-based approach to empower children and young people to care for their own and their peers' wellbeing. The programme is an opportunity for children to be active students and feel listened to, while learning valuable skills in project planning, presenting, volunteering and participating in meetings.

> We found the training really encouraged the children to take ownership of their roles, and they were more enthusiastic about leading special events within the school.
>
> – ST CLEMENT'S PRIMARY SCHOOL

[11] Microsoft Word - Five_ways_to_well-being the evidence.doc (neweconomics.org)

What are the 5 Ways to Wellbeing?

Connect | Learn | Active | Notice | Give

These 5 ways are evidence-based actions that are easy to use and understand, enabling children and young people the opportunity to apply them to their life. The 5 Ways to Wellbeing were developed by the New Economic Foundation, based on findings from the 2008 Government office for Science Foresight Report[11] and have been widely adopted nationally by the NHS.

St Clement's Primary School

The eight Year 6 children who took part in Wellbeing Ambassador training have gone on to ...

- lead whole school assemblies on health and wellbeing, kindness, anti-bullying and more,
- train other Year 6 students on 'How to be a good Key Stage 1/2 prefect' focusing on recognising and rewarding positive behaviour,
- and create a 'buddy scheme' with the Reception class for reading support.

Rosebery Secondary School

11 Wellbeing Ambassadors have gone on to ...

- set up a monthly Wellbeing Café for Year 7 – 9, providing a space for students to talk and take part in themed craft activities,
- speak at parent events about supporting and engaging with children and their mental health,
- and put on whole school activities for Mental Health Awareness Week.

Eikon's work training young people as Wellbeing Ambassadors inspires them to thrive beyond academic attainment, and it lays the foundation for leadership, youth voice, and whole school initiatives.

– EIKON YOUTH SUPPORT PRACTITIONER



Smart Moves

The Smart Moves resource programme was created and developed for schools to support young people with the transition to secondary school.

Year 6 students work through a programme of exercises in their booklets, aimed at giving young people small learnable skills and confidence that will increase their resilience during the move to secondary school. This time of change and moving away from the familiarity of their primary school can be an incredibly difficult time for young people. Students can feel isolated, scared, and want to avoid going to school – meaning they miss education and can end up in potentially dangerous situations.

> Thank you so much. Without a doubt your resources are the best I've ever used to support children with the transition to secondary school.
>
> – TEACHER



Smart Moves helps students be prepared for these changes and positively engage with their new school environment. Teachers are provided with guide books, enabling them to lead short, evidence-based sessions, to support Year 6 students with the transition from primary to secondary school. There are also separate resources to support students as they progress through Years 7 and 8.

This year we developed our new Smart Moves Next Steps book, preparing to launch it in June 2023. Based on Smart Moves, this transition resource is created for children with Special Educational Needs and Disabilities (SEND) in Years 5 and 6. This version aims to help children with SEND learn how to consider and cope with many real-world situations they may face.

We also continued working with Surrey Police to create a bespoke version of Smart Moves for publication next year, including additional content around staying safe online and county lines drugs operations.

In 2022/23, we provided 14,526 Smart Moves booklets.

Smart Moves is the only Surrey-wide resource supporting transition to secondary school using the Resilience Framework. Enabling schools delivering the programme in Years 6 and 7 to use consistent language and approach, helping to improve the emotional literacy of their students and increase their overall resilience.

Smart Schools

Smart Schools is a bespoke programme supporting schools to embed a positive culture of mental health and wellbeing across the eight key areas identified by Public Health England[12]:

1. **Leadership and Management**
2. **Pupil Voice**
3. **Parent and Carers**
4. **Staff Development**
5. **Targeted Interventions**
6. **Culture and Ethos**
7. **Identifying Need**
8. **Curriculum, teaching and learning**

We work collaboratively with each school, helping them to understand how much they currently support the mental health of their students and staff. Smart Schools then helps show where students and staff can be better supported, giving tailored staff training and parent support to meet everyone's needs.

We recognise the pressure on schools to provide a mental health offer that is embedded in curriculum and culture, Smart Schools works with Ofsted inspection criteria and Surrey Healthy Schools. Our programme works to support the whole school community – students, school staff, parents and carers – in creating a school environment that is safe, supportive, and understands the mental health and wellbeing challenges every individual can face.

Schools and colleges have an important role to play in supporting the mental health and wellbeing of their pupils and students, by developing approaches tailored to the particular needs of their pupils and students. Taking a coordinated and evidence-informed approach to mental health and wellbeing in schools and colleges can also help foster readiness to learn.

– PUBLIC HEALTH ENGLAND



12 Promoting children and young people's mental health and wellbeing (publishing.service.gov.uk)

> This webinar was really useful with lots of practical advice and real-world strategies to use. We need to get as many families as possible to attend your webinars – we will have better equipped parents and happier kids.
>
> – PARENT

Webinars for parents

Our webinars for parents and carers explore ways they can support the mental health and wellbeing of their children and young people at home. Combining theory and practical tips, webinars offer a range of accessible ideas for parents to choose from and find those that best suit their family.

As part of our Smart Schools programme, we initially developed our webinars in response to the pandemic to help parents and carers – since then the webinars have become increasingly popular. In 2022/23 we delivered 14 webinars, reaching over 2,200 parents, carers and school staff, covering popular and new topics including:

- Transition from primary to secondary school
- Self esteem and confidence
- Healthy online behaviour and safety
- Positive communication
- Exam stress
- Strategies for supporting stress and worry

Webinars are free to attend for all parents and carers living in Surrey or with children attending school within Surrey. This year we experienced record numbers of parents and carers registering for our webinars, with 624 people registered for the 'Supporting your child's transition to secondary school' webinar.

With greater access to social media and technology and the disruption to vital learning years due to the pandemic, children and young people are living in a world that many parents haven't experienced. The webinars increase a sense of community and reassurance for parents that they are not alone during challenging times. Supporting parents and carers' own mental health enables them to better support their children's wellbeing. Across all our webinars, 96% of attendees report that they have greater confidence in helping their children after watching our webinar on their chosen topic.

> Easy and practical suggestions to start straightaway, I'm looking forward to putting some into practice and improving my children's self esteem. Comforting to know that lots of parents are experiencing these issues, I'm not alone.
>
> – PARENT

Youth Support Practitioners

Based in a secondary school, Youth Support Practitioners (YSPs) are fully integrated into the wellbeing support offered in their school. Our team of five work independently in five different Surrey schools, with the Practitioners coming together termly to share practice, themes arising in their schools, complete training, and support each other.

Embedded within the school community, Practitioners are able to provide early support when they identify problems first arising for young people. Youth Support Practitioners help through a range of support activities and adapt to the changing needs of students in the school. In 2022/23 they provided support by:

- **Collaborating with other Eikon staff** to support programmes including Wellbeing Ambassadors, Heads Up! and Anti-Bullying Ambassadors, supporting the school's wider wellbeing aims.
- **Organising trips and residentials.**
- **Running lunch and garden clubs.**
- **Providing 3,502 one-to-one sessions, helping 474 children and young people**.
- **Facilitating 125 small group activities** for particular needs including friendships, bullying and exam stress, **attended 8,760 times by children and young people**.

In February 2023, our Practitioners ran a residential trip for young carers in Years 7 and 8, which was the first trip of its kind since the pandemic. The trip gave the young people an opportunity to meet other young carers, share experiences, support each other, and have time to be young people without the responsibilities of caring for a short while.

> Thank you for helping me through a lot of emotional times and giving me courage to carry on with all my family issues or my insecurities.
>
> – YOUNG PERSON

I have been blessed in my role at the school to see many successful young people since 2016. I would like to describe myself as belonging to both Eikon and my school's community – equal partners, each working to keep young people at the centre. Both partners enabling innovation and creative approaches to help empower young people to have the self-belief and confidence to be their authentic selves.

– SAMENA, YOUTH SUPPORT PRACTITIONER

The residential was so much fun – I loved all of the activities and the staff that came. The snowboarding was the best!

– YOUNG PERSON



THANK YOU FOR HELPING AND LISTENING TO ME

– YOUNG PERSON

Eikon feels safer than other places like the canteen or playground for lots of reasons.

– YOUNG PERSON

Supporting young carers is also a key area of support needed in schools. As we all as the residential trip, our Practitioners offered fun and relaxing activities for young carer groups this year, including mindfulness drawing workshops and lunchtime clubs, helping to reduce anxiety and stress.

Youth Support Practitioners provide a separate safe space in school for young people to explore their feelings, concerns, and thoughts, or simply just have a quiet non-judgmental place to be during what can be an overwhelming school day. Practitioners continue to support students until they feel able and confident to move on.

Ollie's story
– supported by Samena, Youth Support Practitioner

Samena has always been there, running weekly young carers lunch clubs, trips and activities, as well as free lunches once a term. I've also had one-to-one support from her to help me with my mental health and coping mechanisms.

Thanks to her support, I've been given a range of opportunities to distract me from my worries at home. These chances have led to even greater things. I'm one of nearly 40 Anti-Bullying Ambassadors at my school, and we're all trained by the Diana Award, through Samena. I have the incredible opportunity to lead them, alongside my new role as one of 10 members of the National Anti-Bullying Youth Board, representing over 40,000 ambassadors across the country.

Samena and Eikon have been with me every step of the way, through thick and thin. I couldn't be more thankful for the endless support that she has provided me and the opportunities I've been given as a result.





Gardening club is for all school years and is relaxing and somewhere to have a rest with nature.

– YOUNG PERSON

Hopes & Dreams Garden

Our Hopes & Dreams Garden is one of the many garden projects our team supports across Surrey Schools. It's a space created by and for young people to relax, learn and grow. Over five years ago, a group of students had a dream to transform an overgrown part of their school grounds into a beautiful garden that could be enjoyed by future students and help their wellbeing.

Since the Hopes & Dreams Garden opened in July 2019 located in the grounds of Fullbrook School, it has provided a space where students can volunteer and help create something beautiful for others to enjoy, all while learning new skills and making new friends. In 2022/23 we saw over 1,500 visits to our gardens by young people, including 146 young people attending regular sessions of our garden club at Fullbrook School. Led by Adult Garden Volunteers and a Youth Support Practitioner, the garden club provides a safe place for students to get involved with nature activities, relax, have fun, and connect with others while maintaining the garden. Research and our own experience shows us that connecting with nature can have a significant positive impact on our wellbeing[13]. Fullbrook School also has a Wellbeing Group that regularly use the garden to support young people.

In July 2022, our student volunteers hosted their first garden open day, showing their families and friends what they have created. The young gardeners planned for the open day months in advance, sharing their ideas about how to make it

13 nature-and-mental-health-2021-pdf-for-download-pdf-version.pdf (mind.org.uk)

an enjoyable visit for guests of all ages. They also practiced giving tours around the garden, so they could confidently and proudly show the guests what they had been working on. At the open day, the young gardeners sold different plants they'd propagated and hand made gifts from items in the garden. There were games, a scavenger hunt, refreshments, and we even had a special guest appearance from our first hedgehog in the garden!

Our practitioners also use the Hopes & Dreams Garden for one-to-one sessions with young people.

In the future we hope to see the garden used in a variety of ways – with more one-to-one and group sessions in the garden, so that children and young people, and our staff and volunteers can benefit from the outdoor green space.

> The garden is like my time at Eikon. We don't see the changes straight away, but one day we will notice three flowers.
>
> – YOUNG PERSON

I spent some time in the garden today with one of the young people I support, they said "I really liked being able to sit in the quietness looking at all the wildflowers, it was super peaceful. I loved the little bridge and how we sat amongst the trees ... it's like we faded away."

As a practitioner I'm thankful to have a space where we can sit and enjoy the outdoors. Thankful to see the young people taking part in the gardening and really taking ownership. They really inspire me – I wish I had the same enthusiasm for gardening. Well done lovely people for all your hard work, you each are amazing.

– EMOTIONAL WELLBEING PRACTITIONER





We're very grateful for your help, our son has had a real boost.

– PARENT

I found our first session helpful as we got to have a chat and talk about how I feel, and I felt listened to.

– YOUNG PERSON

Early Intervention Coordinators

Early Intervention Coordinators (EICs) focus on early intervention and prevention, helping young people of secondary school age to cope with and overcome challenges when they first emerge.

Our three EICs work as part of the Mindworks Surrey Schools Based Needs Team, taking referrals from a cluster of secondary schools. As a main link between schools and Surrey's mental health services, our EICs work together with Surrey and Borders Partnership NHS staff in Runnymede, Surrey Heath and Waverley to ensure each young person gets the help that is right for them and their needs.

In 2022/23 our EICs provided support on a wide range of issues including friendship and family relationships, managing anxiety, personal trauma, identity, and low self-esteem through one-to-one sessions for children and adults, groups, and events.

Children and young people need to be able to access local early support, though some do not meet the criteria or are left with long waiting times. For these children and their families, Early Intervention Coordinators provide this vital early support, advice, guidance and someone to talk to. Helping prevent their worries from getting worse and supporting children to build the tools and confidence to look after their own wellbeing in the future.

Children's Wellbeing Practitioners

Our Trainee Children's Wellbeing Practitioners are learning to deliver short-term goal-based support for children and young people who are struggling with anxiety difficulties, sleep difficulties, poor eating patterns, low mood, depression or low self-esteem.

Children's Wellbeing Practitioners work as part of Mindworks Surrey, helping young people typically through 6-10 guided self-help sessions based on Cognitive Behavioral Therapy. This involves our Practitioners offering practical strategies to young people and their parents to help them cope with the challenges they're struggling with.

These sessions allow young people to practice coping skills in real-life situations with the safety and support of their Practitioner. Helping to reframe unhelpful thoughts that are causing or worsening a child's emotional problems, to more positive and helpful ways of thinking. By learning problem solving techniques and practising strategies in support sessions to help cope with their worries, young people can build tools they can use when they're feeling anxious and overwhelmed. This helps a child to be less fearful of their anxiety, because they can recognise emotions and know how to manage them, enabling them to live their best life.

> Thank you for all you have done with Amelia. To see how she has changed and grown in the last few months is wonderful. We both know that this is not something that will go away. But that, with the tools she now has, she can deal with it, address it and be ok with it.
>
> – AMELIA'S MUM



Rachel's story
– Trainee Children's Wellbeing Practitioner

When I first met Amelia, she was struggling with social anxiety, which was stopping her from enjoying social activities with friends. Amelia made a goal in our sessions 'to catch a train into town with a friend'.

At the start of our sessions together, she set the progress score for the goal at 1/10 and didn't think it would be possible to achieve her ambitious goal ...

I listened to Amelia, and we worked together to identify the unhelpful thoughts that were contributing to her social anxiety, challenge them, create a new more helpful thought, and then finally test this new thought. This all helped strengthen Amelia's belief in her new thought and helped her let go of the original unhelpful thoughts. Through our sessions, Amelia's goal progress gradually increased – she credited this to her understanding of unhelpful thoughts and her ability to start challenging these.

In our last session, Amelia scored her goal progress at 9/10 – Amelia had caught the train into town with her mum.



"THEY HELPED ME achieve MY GOAL"

Children & Young People Counsellors

Eikon's Counsellors give children and young people a safe and confidential space to speak about their experiences and worries. They listen without judgement and act with compassion, supporting young people to make positive decisions for themselves.

Working directly with children from the age of six, our counselling service allows Eikon to meet the needs of young people experiencing mental health difficulties at a greater intensity. Counsellors are highly skilled, meaning they can adapt and react to each young person's needs using a number of strategies including symbolic, creative, behavioural, cognitive and psycho-educational.

Counsellors are an essential part of ensuring the wellbeing of children and young people. They teach strategies and methods that help to manage emotions, enabling young people to navigate demanding situations in a positive way.

> My Counsellor made me realise I'm not alone
>
> – YOUNG PERSON



Alfie's story – supported by Sarah, Community Team

When I first met Sarah, I was depressed and unmotivated. I was experiencing anxiety attacks and flashbacks and had a real lack of self-belief.

I'm now happier in myself and believe that I can achieve my dreams. I've returned to school to focus on Maths and English and have started a college course in Media, Art and Engineering. Sarah has helped me to have confidence through engaging me in activities of interest, being there so I can be open and honest about my feelings, helping me explore my thoughts and emotions, and offering strategies to manage my emotions.

Sarah supports me with school and college and encourages me to try new things.

Saf really has taken me into a more positive headspace. I feel that he has really helped me build and discover my confidence and I honestly feel like a new person for it. I like that Saf was just genuine and human with me, it didn't feel like 'therapy', but actually felt like talking to a friend who knew of ways to help me.

– YOUNG PERSON

Emotional Wellbeing Practitioners

Emotional Wellbeing Practitioners (EWPs) work in many different ways to create nurturing spaces for children and young people to explore anxieties and experiences, supporting them to set and achieve their own goals.

Children and young people are referred to our Practitioners in a number of different ways including through Mindworks Surrey. Practitioners offer tailored support, including help with anxiety, self-harm, low mood, bullying, self-identity, and isolation. Supporting young people to identify the outcomes they want, our Practitioners use a range of creative methods in informal and safe environments to help young people achieve their personal goals. With a mixture of individual and group work, Emotional Wellbeing Practitioners can provide an effective alternative to more formal practices that don't suit every young person.

Thanks to my Eikon Practitioner, I now have better connections with my family

– YOUNG PERSON



I've seen a big change in my daughter and Saf did a lot of good work to help us put things in place at school to help with her anxiety. Thanks for all your help Saf! Keep doing what you're doing because it works.

– PARENT

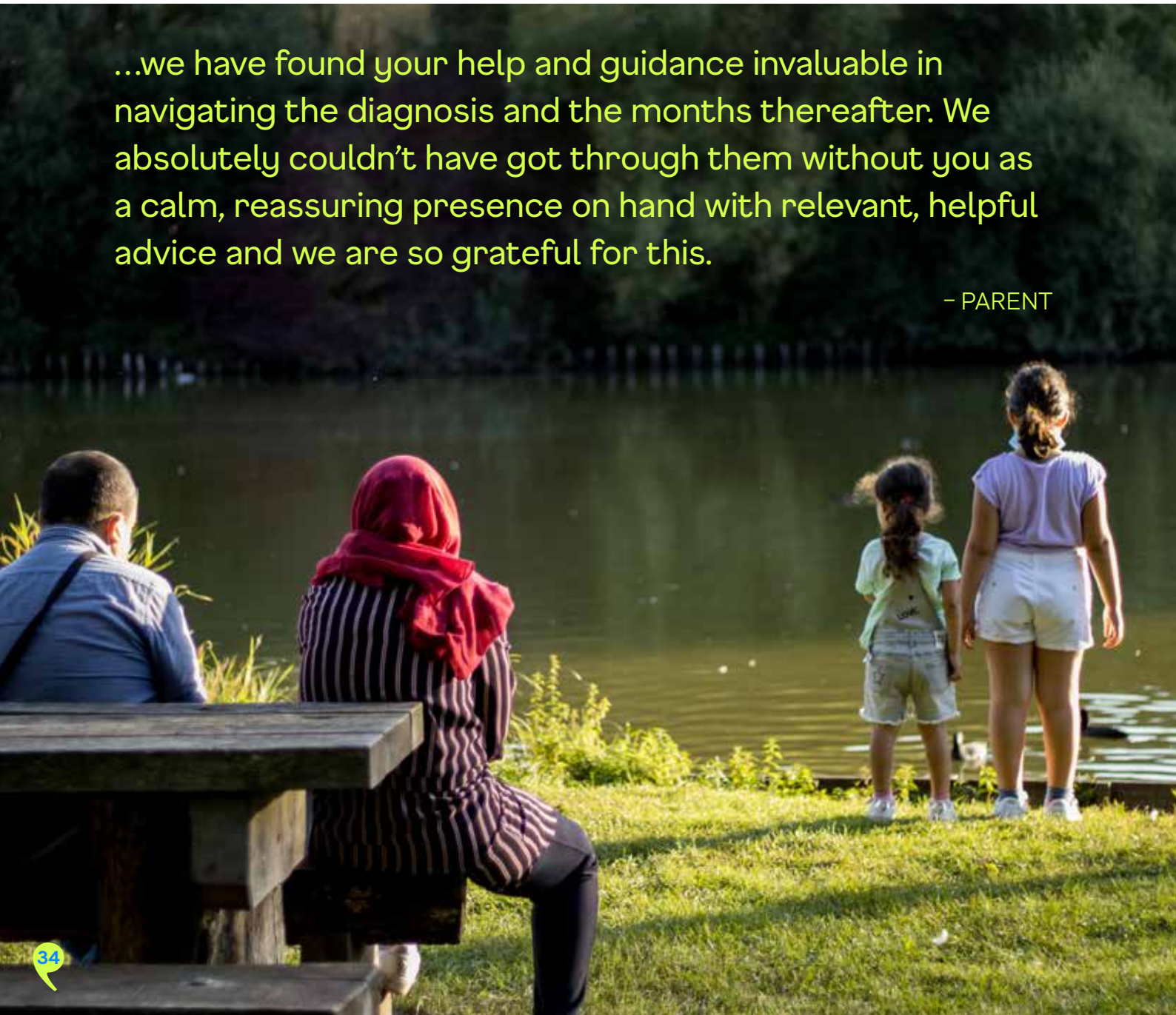
Neurodevelopmental support

Neurodevelopment Emotional Wellbeing Practitioners have specialist skills, experience, and training around neurodivergent needs. They're able to support children and young people who require a more specialist understanding of their needs to help achieve the best outcomes for them.

Our neurodevelopment specialists work directly with children and young people who have suspected or diagnosed neurodivergent needs. They also extend their support to work with parents, carers, schools, other professionals, ensuring everyone is supported to navigate challenges in a positive way, providing better outcomes for everyone involved.

For children and young people with neurodivergent needs, life can be complex. By having specialist Neurodevelopment Emotional Wellbeing Practitioners, Eikon can ensure support is available to understand and positively work through those complexities.

This year we introduced our new parent support programme which successfully supported over 200 families in its first twelve months.





We have had an absolutely wonderful experience of Ellie with our daughter. Ellie was reliable, responsive and kind. Our daughter enjoyed the sessions and seems a much happier girl for it. Ellie took the time to talk through some of my concerns for which I was grateful.

– PARENT

I found it helpful talking to Ellie and her listening to me.

– YOUNG PERSON

Wellbeing Practitioners

Eikon's Wellbeing Practitioners are based in communities and work alongside schools, healthcare professionals, and other organisations to give children, young people, and their families support as soon as they feel they are struggling.

Our Wellbeing Practitioners work directly with young people and their parents or carers through both one-to-one support and group work, including facilitating our High Hopes! parent workshops. Based in the community, our Practitioners can reach a huge number of children and young people quickly through Mindworks Surrey and our other services to coordinate the support they need across their family, school, healthcare, and other agencies. Our Practitioners also connect children and young people to other group work programmes being delivered by our wider Eikon team, making sure each young person gets the best support for them.

With more children and young people on longer waiting lists for mental health support, Wellbeing Practitioners play a vital role in ensuring young people receive support sooner. This means many children and families are not left waiting with the risk of health and wellbeing deteriorating and family connections suffering.

Throughout the year, our team of Wellbeing Practitioners grew, diversifying the training and experience within the team to better meet the evolving and growing demands for support.

We have noted more confidence in the majority of students who have attended Heads Up!, and seen friendships form between those attending where they have previously struggled to find friendship groups.

– TEACHER



Heads Up!

Heads Up! has quickly become an invaluable tool to help build the confidence and resilience of young people throughout their education journey. The programme is delivered by a full team of Emotional Wellbeing Practitioners, Wellbeing Practitioners, and Counsellors. The team also supports delivering Heads Up! directly in schools working with teachers, Youth Support Practitioners, and Early Intervention Coordinators.

I think at the start I didn't understand how to believe in myself and now I can.

– YOUNG PERSON

Delivered through group work, young people referred to Heads Up! attend a number of sessions which use creative approaches and activities to explore things like anxiety, stress, and anger. The variety of activities and having a safe space, enables young people to relax and fully engage with learning strategies to help manage and improve their own wellbeing.

Building confidence and resilience in a fun and engaging way ensures children and young people can recognise the value of their mental health and wellbeing. Having the tools to understand when their health or happiness is suffering ensures they can positively address challenges and confidently manage their wellbeing.

Following its success and the positive outcomes achieved for so many secondary school young people, this year saw Heads Up! adapted for primary school ages. Already delivered through six different primary schools now reaching over 100 young people, the primary school programme continues to grow, meaning we supported 335 children across the primary and secondary school Heads Up! programmes.

Heads Up! is also being developed to incorporate the positive effects that being outside has on our wellbeing and mental health. And we are working to adapt the programme for Special Educational Needs and pupil referral units, to help more children and young people build their confidence.



The High Hopes! programme has helped me to be more confident, independent and work better in a team.

– YOUNG PERSON

High Hopes! has helped me with being a lot more comfortable around new people, they also helped me get closer with my family.

– YOUNG PERSON

A hugely supportive programme that has the wellbeing of young people front and centre of everything that they do.

– PARENT

High Hopes!

We work with Surrey Outdoor Learning and Development (SOLD) to provide the High Hopes! programme for children and young people aged 8–16 to help improve their emotional wellbeing and mental health through outdoor activities and one-to-one support sessions. Parents and carers are also invited to join a workshop with Eikon practitioners, providing them with understanding and practical strategies to help support their child.

In 2022/23, 32 young people were supported through High Hopes! across six groups. This year we also included a group for neurodiverse children under the age of 10. The group was a great success in addressing the historical lack of support for these unique needs, with the children, parents and carers sharing the personal progress they achieved.

High Hopes! is helpful because it is nice to talk to someone who understands me.

– YOUNG PERSON

Frankie's story
– supported by High Hopes!

I don't think that I could have predicted the changes I have experienced in decades, let alone a couple of months.

I am certain that I could not have reached this point without High Hopes!, and, if I can be honest, I am not entirely sure if I would be here to tell you about this, if not for High Hopes!.

High Hopes! has had a massive impact on me, and it has changed my life. I am so happy to have taken part in it!"





Eikon was a huge help! I can't remember a time where my son has been in a better place.

– PARENT

There is nothing out there for my young person's age group so we were so relieved when we found your group.

– PARENT

LGBTQ+ support

Eikon's LGBTQ+ support continues to grow with many young people using the service highlighting they have nowhere else to go for the support they need.

Children and young people can be supported one-to-one by our Wellbeing Practitioners, Counsellors or Emotional Wellbeing Practitioners. As well as joining our LGBTQ+ youth group run by Volunteers and Youth Workers, young people can take part in activities based around learning LGBTQ+ culture and local communities, exploring their questions and identities, and meeting peers in the same community.

LGBTQ+ young people that come to Eikon often face unique challenges, from bullying, tensions with family, isolation, and not being able to explore or be themselves. The service offers much needed one-to-one and group support, a bespoke Heads Up! programme, and gives young people social spaces to meet others like them.

It's vital for all young people to have spaces where they can be themselves without judgement or fear. The lack of these spaces and additional pressures faced by LGBTQ+ young people mean that this community experiences above average rates of poor emotional wellbeing, self-harm, and suicidal thoughts. Providing the safety and space to explore their own identity, and helping parents, carers, and teachers to support that exploration, helps ensure LGBTQ+ young people can start to feel less isolated and alone. Being able to feel recognised for who they are and meet other young people like them, gives the space and safety to engage positively with the support available. Many young people tell us this is the first time they've been able to do this. It means being able to recognise and value their own self, understand their feelings, and navigate their own unique journey to positive mental health and wellbeing.

Surrey Heath Youth Council

Surrey Health Youth Council (SHYC) is a youth-led group whose mission is to make a difference to the lives of young people in the local community.

SHYC members spend time researching issues that have an impact on their community, creating campaigns and events to inform change, all while supported by our practitioners.

In February, SHYC took part in a national campaign around internet safety for young people, including taking part in a webinar with Internet Matters, Samsung and Eikon. In 2022/23, the youth council also focused on the cost-of-living crisis. The group hosted an online Q&A session with their local MP Michael Gove and will be completing a sponsored 10k walk and run in aid of a local foodbank.

Through SHYC, our practitioners provide a safe space for young people to come together, meet new people, learn important skills that will help them throughout life, and talk to a trusted adult if they need support.

> It's fun and we create meaningful change which benefits young people.
>
> – YOUNG PERSON



Sophie's story
– supported by Surrey Heath Youth Council

The first person to reach out to me was Mazz, our Surrey Heath Youth Council Eikon Youth Worker. I told her about my troubles and emotions.

She listened to me and made me feel truly heard. We spoke regularly over several weeks and she supported me to manage these struggles. Some of the support included contacting my school to help them understand my needs and put things in place for me.

Mazz helped me get the support I needed and has helped me feel more comfortable in school.





My son learnt positive things about himself and created new friendships even with kids who aren't at the same school.

– PARENT

The project helped me feel happy over the summer and less scared when I started school.

– YOUNG PERSON

Summer Transitions Project

The Summer Transitions Project aims to help young people in Year 6 build their resilience and enhance their wellbeing while they move from primary to secondary school.

The project involves tailored one-to-one support and group workshops full of fun activities aimed at promoting healthy wellbeing and sharing practical tips around starting secondary school. A mix of Eikon staff support the project sharing their different skills and expertise from across the Eikon teams.

Young people first meet their Eikon practitioner in their primary school to talk about their worries and concerns for secondary school. Our practitioners then design the summer workshops and fun team building activities to ensure the activities match the young people's needs. After the move to secondary school, young people continue to meet their practitioner to help them settle in and receive support if needed.

Based in Elmbridge in 2022, we supported 22 Year 6 students to complete the project, helping them work towards their personal goals. Overall, we achieved our ambition for the project, with 100% of the young people who completed the project still being in secondary school once the project ended in October at half term.

SUMMER Transitions PROJECT

The Summer Transitions Project allows young people in Year 6 who may find the move to secondary school overwhelming, a time to voice their worries, be listened to, and be supported through the transition period. It's also a valuable opportunity to meet other young people going through the same change and learn vital skills, all while taking part in fun activities and outings.

Improving our technology and organisational processes

Documenting our internal service delivery processes has been a priority to help us continue providing the best quality support for children and young people across the whole organisation. By bringing together all of our processes, we have been able to monitor and share best practice across our practitioner teams, helping ensure young people are supported safely from their first point of contact and throughout their whole time with us, including capturing outcomes from our work together. These processes now form a key part of our staff and volunteer inductions and ongoing professional learning and development. It has enabled our teams to ensure all staff are supported and confident in maintaining best practice across all ongoing management and reporting of our work supporting young people.

Developing a performance and quality framework that allows us to better measure, monitor and evaluate our outputs and outcomes was a key strategic priority for us this year. Building on the work done in 2021/22, we completed the design of our Outcome Measurement programme, and full implementation across the organisation is nearly complete.

By using Goal Based Outcomes, we can capture a quantitative measure of the distance children and young people progress towards their own goals. We also took considerable steps to move our Outcome Measurement programme from paper to digital platforms we already use when supporting young people.

At the beginning of receiving support from Eikon, each young person now works with their practitioner to set their own personal goals and score out of 10 how close they feel to achieving it. At the end of the support programme, the young person scores their progress towards each goal, helping visualise how much they have improved on their journey, recognise their success, and continue to shape their own journey.

Alex came to Eikon when they were struggling with self harm. With the help of their Wellbeing Practitioner, Alex set three goals:

GOAL 1: To understand myself and image and how to value and support self

GOAL 2: To understand the importance of eating, communicating about food and it's affect on me

GOAL 3: To understand the impact of my trauma and find new ways of coping

When Alex first came to Eikon, they rated their progress against each goal as a 1, the lowest score possible. With the support of our practitioner, Alex was able to confidently rate their progress and recognise their success.

GOAL 1: Opening score 1 >>> Closing score 8

GOAL 2: Opening score 1 >>> Closing score 9

GOAL 3: Opening score 1 >>> Closing score 9

> I found the breathing techniques most useful because it calmed me down quite quickly.
>
> – YOUNG PERSON

> Most helpful telling me strategies and the games because it was fun ways to express your feelings.
>
> – YOUNG PERSON



Our Outcome Measurement programme also captures the voice of children and young people, so we can directly hear the progress in their emotional wellbeing in their own words, what helped them most, and understand how we can improve.

We also developed and put in place further indicators to capture outcomes via our empowerment survey. Amongst other indicators, this captured the below:

- Eikon gave me the support that I needed, at the right time.
- The support Eikon gave me improved my situation.
- Eikon has given me the tools to help me make informed choices when it comes to my personal wellbeing in the future.

These link directly with our organisational goals:

- Young people having someone to turn to.
- Young people empowered.
- Enabling adults to support the young person.

Improving and standardising our data means we are better able to demonstrate our impact and the achievements of the children and young people we support. This has and will be valuable to share with our donors and supporters. The ongoing digitalisation of our internal and external reporting will continue through better use and further development of the functionality within our case management system.

Improved IT infrastructure was also a priority for us in 2022/23. In June 2022, we successfully completed the tender process to identify a new IT service provider. Through the onboarding of our new strategic IT partner, Ramsac, we have improved day-to-day IT support and addressed key IT infrastructure projects. This included overhauling our WiFi connectivity, improving cyber security across the organisation, and developing plans to implement further digital solutions across Eikon in 2023/24.

To ensure we continue to protect young people and our team, we are working with our IT partner to continuously assess and strengthen our digital protections. In the last financial year 26% of charities experienced cyber security breaches[14]. We are currently in the process with our partner of identifying key elements of cyber security that affect charities including:

- production of a roadmap to achieve Cyber Essentials accreditation,
- use of personal devices,
- assessing supplier risk,
- and attitudes towards cyber security.

All of this is helping us to grow the depth and safety of work for children and young people.

14 Cyber Security Breaches Survey 2021: Statistical Release (publishing.service.gov.uk)

Equality, Diversity and Inclusion

2022/23 continued our Equality, Diversity and Inclusion (EDI) journey. Working with the National Centre for Diversity, we surveyed internal and external staff, partners, and service users, to get stronger insights into our EDI capability. Whilst we were overall pleased with the outcomes of the survey results, we recognise that EDI is an area of continuous learning and development.

We set up a steering group to help with the journey, the group is made up of trustees, staff from across all areas of the organisation and volunteers. Internally, members of the EDI group delivered LGBTQ+ learning workshops for all trustees, staff, and volunteers in 2022/23. Our LGBTQ+ Heads Up! programme was also extended to schools, supporting young people with a safe space to talk and be themselves.



The survey findings and group's subsequent discussions and recommendations have influenced plans for 2023/24, including EDI management training, EDI lunch and learn sessions, unconscious bias and inclusive language awareness and learning.

Our services also recognise the importance of offering safe spaces to children and young people and their families with differing experiences and needs. Service development for neurodiverse young people, as well as LGBTQ+ young people, have proved successful programme developments and we plan to ensure that EDI underpins our service provisions.

We recognise that EDI is an evolving journey, and we remain committed to ensuring that our services and our team reflect the community we support. We're committed to creating an environment where everyone feels comfortable to bring their whole self to work because when one of us shines, all of us shine – our individual experience is our collective responsibility. We actively seek opportunities to make the experience of others better.

Strategic review of services

We work with children and young people every day. We see the increasing needs for emotional wellbeing and mental health support first-hand.

We also see the bigger picture. We have to understand what is happening to drive increases in demand for our services, what support is currently available, and be guided by the experiences of young people and their needs in order to identify the gaps we need to fill.

Everything we do is led by the needs of young people, and we work in partnership with experts, parents, carers, and education professionals. So naturally our strategic review of services started with engaging independent experts to help us fully review the external environment and the needs of children and young people, before guiding our focus inwards to review what we offer and where we could meet even more needs and demands.

Our process:

External insights – Investigating the wider context of where the wellbeing and mental health of young people is and what support is available.

Listening to young people – Working directly with children and young people that we've helped and those we haven't, to hear the experiences and realities of young people.

Using our own insights – Interviews with our staff and volunteers to capture the unique knowledge, experience, and insights our teams have working directly with young people, parents, carers, partners, and schools every day.

Building a clear picture – Pulling everything we learned together with a Strengths, Weaknesses, Opportunities, and Threats (SWOT) analysis and a Political, Economic, Social, Technological, Legal and Environmental (PESTLE) analysis. This gave us a clear overview of potential gaps and ways to address them.

Reviewing – Workshops with the original research groups helped further refine our analysis and start to build a picture of solutions that best support the widest reach and diversity of young people possible.

The work has proved invaluable in further enriching our understanding of young people's needs and the wider environment around them.

As you will see in our 'Plans for the future', these insights will provide a strong foundation for our strategy, focus, and development to continue to be guided by the needs of children and young people.

Our people

Our staff and volunteers

In 2022/23, we continued to build a fantastic team. We hired some really talented individuals to join the charity and worked hard with recruitment, onboarding and induction to ensure a great start and a good experience, whether as a staff member or volunteer. Our core beliefs and values bring us further forward as we align with our mission, to help the young people of Surrey to thrive.

It's good to be meeting more frequently face-to-face while virtual working and flexibility remain key ways of working, as we adapt to a hybrid working model. We enjoy celebrating successes and learning together – in 2022/23, we hosted a thank you and celebration lunch, specifically for our volunteers, as well as opportunities for learning face-to-face and virtually. We look forward to continuing this in 2023/24 and hope to enjoy more time together, as teams and the whole organisation.

Our volunteers don't just give their time, but their hearts too. Whether it's mentoring a young person, supporting our garden clubs, or helping in the office – all our Eikon volunteers go above and beyond.

They're driven by their dedication to support young people. Our volunteers enrich the lives of all the young people they meet, but also enhance the service of Eikon as well as enriching their own lives through the volunteering experience.

– JOANNE, SCHOOLS TEAM

The Wellbeing, Equality, Diversity and Inclusion, Events, and SafeLink staff groups all lead and support the Eikon team. We continue to invest in our learning culture, whilst focusing on supporting each other and ourselves, to ensure we are fit to give children, young people, and their families the best service and support that we can.

Improving internal communications during 2023/24 is on the agenda in support of the successful full team meeting which is held once a week and is a super communication platform to share information, celebrate success and bring motivation and engagement.

Leadership and development

Effective leadership is fundamental to creating the right conditions for success. As part of our commitment to provide bespoke learning and development plans, our Senior Leadership Team continued to enhance their leadership capabilities. In 2022/23, this was supported by an organised leadership programme alongside individual coaching.

We're committed to developing everyone within the charity. The management team meets weekly, to jointly discuss operational challenges and plans for the future. Management awaydays also focused on operational and development topics, and an internal management learning programme was developed and will be delivered in 2023/24.

Across the organisation opportunities for learning, both on the job and via courses, continue. We have supported some individual and role specific learning courses which enabled development into different roles. There have also been cross organisational learning opportunities, including LGBTQ+ workshops and a lunch and learn on mental health first aid for young people. Where possible we leverage skills and expertise internally to support wider organisational learning. We also offer different formats, for example longer learning workshops and shorter lunch and learn sessions. We plan to further develop learning opportunities during 2023/24.

Employee pay and benefits

Eikon have used a well-respected job evaluation and benchmarking tool to set salary ranges across the organisation since 2021. In the



first instance jobs are evaluated and ranked, following this benchmark data for comparable organisations is used to set the salary ranges. At the current time, salary ranges are set against lower quartile and median benchmark data to ensure sustainability. We endeavor to pay around the mid-point of the range, depending on skills and experience. Senior salaries are set using exactly the same job evaluation and benchmarking process, which has been Board approved.

We want to attract, develop, and retain the best people, and recognise that our remuneration policy must be competitive to ensure we have the best opportunity of attracting and retaining talented people, particularly during the cost-of-living crisis.

Building on the evaluation and benchmarking work done in 2021/22, we offered a uniform cost-of-living pay increase mid-way through 2022/23, to help ensure we continue to support and retain our teams and their expertise in supporting young people.

This year we also implemented an Employee Assistance Programme which offers a range of support for our team members, including access to a 24/7 helpline for staff, volunteers, and their families.

Jane's story
– Eikon Receptionist and Administrator

I retired as a secondary school teacher after the pandemic. My role in school had changed more from teaching Science to supporting students with SEN. I saw increasing numbers of young people needing support with their mental health much of which, despite our best efforts, was beyond what we could offer in school. They needed help from professionals trained more specifically in supporting mental health, and it often seemed we had nowhere to go to get that help.

I found Eikon in a search online for jobs to do with young people, and from what I read on the website the ethos of the charity, the early intervention, and the positive stories from the young people supported by Eikon drew my attention. I emailed to see if there was a role I could fulfil on a part-time basis to contribute in any way to the work done by Eikon. I was interviewed very quickly, and offered the post I now fulfil as afternoon Receptionist and Administrator.

Even though I only work a few hours a week, I'm still made to feel valued and I really enjoy coming into work.

When people ask me what I do, I say I'm privileged to be paid to talk to people – be it other members of the staff, volunteers, parents, or young people. As I often see the same parents coming in every week, we chat and I get to know them.

I saw one of these parents in a church at Christmas time, while she was watching her child taking part in a carol concert. She came straight over to me to tell me how her child was getting on, telling me how well they were now doing. Even though I had played a very small part, it was lovely to hear how Eikon had obviously helped this young person and in turn her Mum through a difficult time, and to see how happy they now both seemed.

My message to young people is – One of the bravest things you can ever say is "Help".



Telling Eikon's story – Investment in Marketing

We're here for children and young people – our brand needs to be too. It's vital that our brand, the way we speak, and the stories we share authentically represent young people. It's only then that we can ensure their voices are heard by the wider world.

In 2022, we started planning our first full brand review since the charity launched.

At the beginning of the brand project, we had an external agency do independent research to help us gain deeper insight into the needs, wants, and perceptions of our audiences, and understand how well aligned these stakeholders' views were with our internal perspectives.

We listened to the views of children and young people; Eikon staff, volunteers and trustees; partners and commissioners; schools; and donors and fundraisers. We made sure children and young people had a voice in our future brand, and we acted on what we heard.

Insights from interviews, conversations, and surveys formed the starting point for our external brand agency to create our new youthful, honest, and engaging visual and verbal brand.

Our new website will launch in April 2023 – a big step in our new brand journey – helping our diverse audiences to find the information and resources they need more easily.

A key part of our new brand is sharing the stories of children, young people, and families we support – and our own story – which will help us to sustain and attract support. All of which will enable us to be there for more young people in the future. We encourage you to read the stories, quotes and messages shared in this report – every word is part of a unique young person's journey.



Fundraising highlights

We exist to support the needs of children and young people – whenever and how ever they need help.

Fundraising ensures we're able to react to those needs quickly and to develop long term support that helps young people build the resilience and skills needed to positively address challenges when they first arise.

The financial support we receive means children and young people continue to get the help they need now and into the future – it also ensures young people know that people believe in them and care about their futures.

Examples of how fundraising can support children and young people:

£66 **An hour of counselling with a trained practitioner in a safe space. This could be the first time a young person feels they can share their worries.**

£80 **A lunch club for a group of children in school. This could be the first time a young person has the confidence to take part in activities with their peers.**

£241 **A day of a Youth Support Practitioner's time to provide personalised support and safe spaces for students to get the help they need.**

£300 **An LGBTQ+ face-to-face youth club session. This could be the first time a young person feels safe to be themself without judgement.**



Key campaigns and events

House of Lords celebration event

We were delighted to be joined by many of our long-term and new supporters, to celebrate the incredible progress that thousands of young people had made with the help of Eikon.

The evening was an opportunity for our supporters to meet some of the young people supported by Eikon, our dedicated staff, volunteers and trustees, and others who have generously supported our work and been part of our journey since 1995.

We would like to thank all the young people who proudly shared their experiences, and all our guests for their generous support on the night and subsequent funding throughout the year. We're very grateful to The Rt Hon. the Lord Hammond of Runnymede (Philip Hammond) for hosting us at the House of Lords for this celebration.

London Marathon

We had 9 fantastic runners take part in the iconic London Marathon with Eikon in October 2022, raising over £17,900 to help children and young people get the support they need. Staff from Weydon School MAT took on the challenge together, raising over £10,000 of our total...



Denbies Santa Run

In December a team of Eikon santas took part in our first 5k Santa Run at Denbies Wine Estate. The festive team – including our very own Chair of Trustees and CEO – ran, walked, and jogged through the snowy vineyards, and raised over £3,000 to help ensure children have a safe place to turn.

Safer Internet Day

Knowing how to keep children safe online can feel daunting – the UK Safer Internet Centre revealed that over a third of parents and carers aren't clear on where to turn for support or resources on online safety[15]. For Safer Internet Day, our teams worked together to develop a free guide outlining simple steps we can all take to help keep young people safe. In February 2022, as well as launching our free guide, our schools team ran a webinar for parents and carers to help alleviate fears or hesitations around internet safety. The session was designed to help parents understand more about the online world for children, and how to support their safety there.

On Safer Internet Day, together with Samsung and Internet Matters, Eikon practitioner Mazz and two young people she supports, shared their valuable insights and tips for having conversations about internet safety.

Big Give Christmas Challenge

Thank you to everyone who got involved in our Big Give Christmas Challenge campaign by sharing and donating to help more children in Surrey and beyond. Championed by The Reed Foundation, we exceeded our target for the match funding campaign, raising in total over £56,000 from generous donations from over 50 new and dedicated supporters.

15 Safer-Internet-Day-2023-Full-Research-Report.pdf (d1xsi6mgo67kia.cloudfront.net)

We chose Eikon so we're able to give something back to a charity that does so much to support young people and their families locally. We're also very fortunate to see first-hand the impact they have had with students within our school community.

– TEAM WEYDON

Working with Eikon as our chosen charity in 2022 was a real pleasure. The professionalism of Becky, Chris and the rest of the team, not just at our fundraising events, but consistently through the year as the hard work of planning and preparing was done, was key to the success of our efforts resulting in the raising of a significant sum.

– TOM MCMAHON & LINDA PORTLOCK,
WEST BYFLEET GOLF CLUB 2022 CAPTAINS



Community and Corporate engagement

West Byfleet Golf Club

We had a hugely successful partnership with West Byfleet Golf Club as their Captains' Charity for 2022. The club members were incredible supporters of Eikon, raising over £27,000 through their annual Charity Day, Captains' Challenges including 6 members of the Ladies Team walking the Virtual London Marathon, and other events throughout the year. The funds raised by West Byfleet Golf Club will make a huge difference to the lives of local children and young people.

St John's School Leatherhead

Thank you to St John's School Leatherhead who chose Eikon as their charity of the year. The Parents Association, staff, and students raised over £10,500 through different fun events to help children in Surrey – including their popular Christmas Fair and Christmas Ball.

Reed's School

In January Reed's School in Cobham held a mufti day in support of Eikon. By wearing their own clothes and giving a small donation, the students and staff helped raise over £1,900 for young people in Surrey.

Volunteer days

We're grateful to all the corporate volunteers who helped share their skills, time, and enthusiasm this year, including:

- Bigmore Associates volunteers who facilitated a valuable fundraising team planning day in January, to support us with our plans and preparations for the coming year.
- Samsung Electronics UK volunteers who helped us get ready for our Summer Transitions Project, packing 25 goody bags for young people – full of essential items like stationary, pencil cases, calculators, fidget toys, and a mindfulness workbook.

Trusts and Foundations

We're incredibly grateful to our trusts and foundations supporters, who have helped us to be there for children and young people this year and into the future. Particular highlights of the year included securing a £45,000 three-year funding commitment from Walton Charity to support our school transition project, and being awarded £30,322 from Bupa Foundation to support our work with LGBTQ+ children and young people.

Plans for the future



The cost-of-living crisis continues with inflation worsening its impact on children and their families' lives. It is highly likely that the high levels of need for support for children, young people, and families that we saw this year will continue into next year and beyond.

Delivering our five-year strategy

Recent years have taught us to be ready to adjust plans to reflect the unexpected. So next year we will continue to monitor and evaluate our strategy, annual plans, and budgets, and make changes where needed so that we can continue to have as much positive impact as possible in the lives of the children, young people, and the families we help.

We're also committed to ensuring our strategy and plans are in line with everything we have learnt so far from the strategic review of our services carried out this year, and what we learn from our ongoing work as we continue to be there for children, young people, and families that need us. In 2023/24 we will update our strategy to reflect our updated consolidated strategic aims agreed through the strategic review. Our plans for 2023/24 reflect both existing and new strategic aims.

We will also:

Deliver for young people

- Continue to be an exemplary provider of help and support for children who need us.
- Further ensure that delivery and development of services and innovation of new services are informed by:
  - the voices of those who use and need our services,
  - and the evidence and insight we obtain from our analysis and reporting of outcomes of our work.
- Further build our evidence base on the effectiveness of each of our services, by evaluating them in structured ways that create insights we need to make decisions and to demonstrate the impact of our work.

Implement our people and facilities strategy

- Develop our staff and volunteers, ensuring they are trained, supported, and fully equipped and empowered to succeed in supporting emerging needs and delivering our updated strategy.
- Review the way we resource our mission and structure the organisation into teams to ensure we are aligned to our strategy and organised in the best way possible to deliver maximum positive benefit for children, young people, and their families.
- Continue to develop a culture of high performance and learning, underpinned by our work on equality, diversity, inclusion, and belonging, and, supported by competitive reward and benefits.
- Review our facilities needs, existing facilities, and the lease on our main offices which is due for renewal.

Invest in sustainable and data-led development

Our work on strategy last year affirmed that we should continue to invest time in building sustainable foundations for the charity. So we will continue our focus on the quality, safety, and impact of our help and support for children, young people, and families – and further improving our capabilities to analyse and report on our performance.

This will support our work to influence and help transform the wider system surrounding children in Surrey. We're committed to invest in this because it has the potential to reduce the need for our help, by preventing children and young people getting to a point where they need help. Where that's not possible, early help is vital, and we will continue to push for improvements and investment into services targeted at meeting needs identified early on.

As we develop our data capture, analysis, and reporting capabilities further, we will be led by the insights that generates for us.

We will ensure that plans for future services are sustainable and supported by a strong funding strategy.

Support children and young people earlier

Alongside existing work with secondary school age young people, we will extend our help and support for primary age children. We will develop a prevention and early help programme for primary schools that builds on our programmes and resources that have consistently been shown to be effective.



Governance, structure and management

Legal and administrative information

Trustees and directors

Current serving trustees

- Nigel Goddard, Chair
- Anneke de Boer
- Julie Gillis
- Cristiana-Maria Evans (appointed 9 May 2023)
- Richard Moseley
- Michael Pyman (appointed 9 May 2023)
- Amanda Stevens
- Rebecca Wakefield
- Ian Watson
- Kevin Young, Finance Trustee

Other trustees who served during the year

- Richard Folland, Vice-Chair (resigned 28 March 2023)
- Helen Johnston (resigned 23 August 2023)
- Sarah-Jane Watson (resigned 15 November 2022)

Chief Executive Officer

Chris Hickford MBE

Charity number

1109190

Company number

5402398

Registered name

The Eikon Charity
Commonly known as Eikon

Registered address and operational office

Selsdon Road, New Haw, Addlestone, Surrey KT15 3HP

Website

www.eikon.org.uk

Auditors

Brewers Chartered Accountants, Bourne House, Queen Street, Gomshall, Surrey GU5 9LY

Bankers

CAF Bank Ltd, 25 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4JQ

Barclays Bank plc, Town Gate House, Church Street East, Woking, Surrey GU21 1AE

Solicitors

Blandy & Blandy LLP, 1 Friar Street, Reading, Berkshire RG1 1DA

Trustees

We are committed to understanding and adopting best practice in the governance and management of the charity, but we are not complacent, and continually seek to improve. To this effect, during the 2022/23 financial year, we revisited and updated, in April and October 2022, our compliance with the refreshed Charity Commission Governance Code and our associated action plan to address the minor gaps identified. In addition, we commenced planning for an independent, external review of our board and governance processes, which will be undertaken later in 2023.

The Board of Trustees is responsible for the strategic direction, governance, and performance of the charity. It approves the strategy, the annual business plan and the budget, and monitors performance of our main service delivery activities and our monthly management accounts. The Board meets four times a year and has an annual awayday to review strategy and plans, together with the Chief Executive Officer and other members of the Senior Leadership Team. We have a dedicated Finance Trustee, a risk champion and Trustees with oversight for safeguarding and health and safety. The board develops its understanding of the needs of our beneficiaries by inviting young people or their representatives and/or Youth Workers to address it at each meeting.

The Board again had three committees supporting its work during 2022/23:

- The Governance and Risk Committee meets twice a year to oversee the performance of the charity's governance processes and its management of key risks.
- The Development Committee meets four times a year, in advance of each board meeting, to oversee fundraising performance and the associated pipeline of opportunities, and to review the development and implementation of both the fundraising and marketing strategies.
- The Audit and Finance Committee meets at least once each year to oversee the charity's financial position, in particular to endorse its Annual Report and Accounts.

A trustee chairs each committee, with members, other trustees, and staff. Nominated trustees



have oversight for the charity's core policies and procedures, and also participate in ad hoc advisory or steering groups to provide advice, input, and/or support in the development of key subjects. During the 2022/23 financial year these included strategy, marketing, brand and website development, and equality, diversity and inclusion.

Key discussions at board meetings during 2022/23 focused on the charity's delivery of essential youth services and an associated outcomes framework, the safeguarding of children and young people, evolving the overall charity strategy, monitoring progress against the approved annual business plan and budget, the charity's financial position, brand and marketing, fundraising performance and strategy, charity governance, risk management, and the annual report and accounts.

In accordance with the Charity Commission Governance Code recommended practice, trustee terms are subject to re-appointment every three years for up to three terms, following which their further re-appointment can only be for exceptional circumstances, must be subject to a rigorous review taking into account the need for progressive refreshing of the board and fully explained in the related annual report and accounts.

Each new trustee receives a comprehensive induction programme, including a trustee handbook, and is invited to attend relevant training sessions including safeguarding and data protection. Trustees are also required to sign annual declarations of their personal interests and of their eligibility to continue as a trustee.

Trustee biographies

Current serving trustees

Nigel Goddard, Chair

After retiring from a 35-year international career with BP, Nigel wanted to give something back to local communities. Having strong family values, he looked to support the wellbeing of children and young people, given the ever-increasing pressures in their daily lives. He fully subscribes to Eikon's strategic aims, values and focus on youth services, and joined us in 2016 following a merger with the Windle Valley Youth Project, which he chaired. Now an independent consultant to the oil and gas industry, Nigel is also a business advisor with Young Enterprise and a former Volunteer Mentor and Youth Club Volunteer.

Anneke de Boer

A retired Morgan Stanley investment banker, Anneke served three terms as a Governor at St George's University Hospitals NHS Foundation Trust and is part of a multidisciplinary team providing business support to charities. Her belief that programmes like ours can leverage local understanding to provide a faster and more tailored strategy than national initiatives led her to join Eikon. A parent to two young men herself, Anneke knows being a teenager isn't easy. She is driven to help her community so that all young people have the opportunity to shape their own futures.

Julie Gillis

Following a long career in the public sector, where she delivered major government change programmes, Julie brings a wealth of experience at board level, in operations and in financial compliance. She is passionate about improving social mobility and children's mental health and shares a strong sense of purpose and values with Eikon's CEO and leadership team. Julie is a committed mentor with a focus on equality and diversity, and has more recently been working in secondary schools supporting children and young people with special educational needs.



Cristiana-Maria Evans

Cristiana is a qualified solicitor and an associate in the London office of an elite US law firm. She specialises in corporate law and structured finance and advises some of the largest financial institutions in the world. Cristiana is an advocate for diversity and social mobility and a mentor to young adults from underprivileged backgrounds looking to enter the legal profession. Cristiana has a keen interest in mental health and wellbeing and believes in early intervention and prevention. This, coupled with the fact that Cristiana's godson lives in the local area where he will start pre-school in September, highly motivated Cristiana to help support young people in Surrey.



Richard Moseley

Richard is a retired banker with broad general management experience in a number of countries. He joined us after feeling inspired while talking to our CEO, Chris Hickford, learning about the challenges faced by children in Surrey and becoming convinced of the importance of early intervention. His motivation to work with us was strengthened after he heard stories from young adults who had benefited from our service. In his words, 'the question should be, how could one not help Eikon?'

Michael Pyman

Mike brings a young person's perspective to Eikon's board. He was motivated to join us as a trustee after receiving support from Eikon at secondary school. He was also inspired by our CEO, Chris Hickford, and by what he describes as Chris's drive, selflessness, and dedication to improving young people's lives. Supported by us during his five years at Fullbrook School, Mike believes he wouldn't be where he is today without Chris or Eikon and wants other young people to receive the same help and support he did.

Amanda Stevens

Mandy is a registered nurse with 33 years' clinical and managerial expertise and experience at NHS board director level. Recognised as a subject matter expert in mental health, Mandy has 15 years' clinical experience across a range of mental health services and says her personal experience of using mental health services has had a significant impact on the way she approaches her work. A vocal advocate for mental health, including national mental health awareness campaigns, suicide prevention and anti-stigma campaigns, Mandy is also a national expert advisor to the Mental Health Safety Improvement Programme.

Rebecca Wakefield

Rebecca is a communications and engagement specialist with extensive experience in both the public and private sectors, focusing on a wide range of issues such as education, climate, and the built environment. She brings valuable knowledge and support to our communications strategy, marketing efforts, and work to develop external



relationships. Rebecca lives close to the area we serve, enjoys helping to support local children, and says 'it would have been great' to have had access to a service like ours when she was at school.

Ian Watson

Ian is a qualified accountant who has extensive non-executive and executive board experience in both the private and charitable sectors. Having been aware for some time of our services for young people, he found that joining Eikon was 'a natural choice' when he was looking to assist a Surrey-based youth charity.

Kevin Young, Finance Trustee

Kevin is a Price Waterhouse-trained chartered accountant with more than 30 years' experience in senior finance roles, including at local civil engineering business Mouchel. He was inspired to join Eikon by our leadership and management and the team's enthusiasm, dedication, and determination. Kevin wanted to use his experience to support our work, having experienced first-hand, through wider family and other volunteering work, some of the many difficulties and problems young people face.

Our organisational structure

Overall responsibility for the charity's strategy, governance, and policy rests with the trustees.

Day-to-day operational responsibility sits with the Chief Executive Officer, who leads the staff and volunteer team.

Our Senior Leadership Team collectively manages the work of the charity and our staff and volunteers, and consists of:

- Chief Executive Officer
- Head of Development
- Head of Finance
- Head of People and Performance

We also have two lead managerial roles, one in schools and one in communities, to align with our current delivery model:

- Wellbeing in the Communities Lead
- Wellbeing in Schools Lead



Key risks and uncertainties disclosures

We seek to identify, assess, manage, and mitigate risk, to ensure they are balanced against the needs of the organisation and our services.

We have in place:

- Robust risk management and safeguarding polices, with associated procedures, to ensure young people are kept safe at all times.
- An appointed risk champion from the Board of Trustees.
- A formal risk register, with all identified risks assigned a risk owner and any significant risks reviewed by trustees on a regular basis.
- Comprehensive risk assessments for all our main activities, particularly those involving young people.
- A business continuity management policy and plans to enable us to continue to support young people should significant incidents occur that could otherwise disrupt our services.

At the beginning of 2022/23 we simplified our risk management register to better align with our organisational priorities. This enabled us to focus on the most critical risks and uncertainties and align mitigation plans accordingly.

The current risk register comprises nine principal risks, aligned with the above strategic themes. It clearly identifies the associated consequences/potential impacts, risk ownership, controls/actions to reduce/ mitigate risk, action owners, and risk impact and likelihood scores. These risks are discussed by trustees at quarterly board meetings to ensure control/mitigation plans are reassessed and updated as appropriate.



As at year end, the three top ranked principal risks the charity faced and the plans and strategies in place to manage them were:

Risk Title	Risk description	Key controls/actions to reduce/ mitigate this risk
Develop the Organisation - Fundraising	Fundraising opportunities.	• Creating leadership and management capacity for strategic service planning. • Service evaluations to better demonstrate value of services. • Multi-year funding strategy alongside service plans.
Deliver for Young People – Contract and System Management	Failure of contract governance, management and/or service delivery.	• Close participation in and support for the Surrey Wellbeing Partnership and Mindworks Surrey Alliance. • Service evaluations, incorporating user voice, output, outcomes to evidence impact. • Robust service delivery plans and management reporting. • Year on year planning, incorporating past year experiences. • Effective recruitment into any internal vacancies.
Develop the Organisation – Finance	Financial stability risk. Financial risks impacting alongside the voluntary income generation risk meaning that reserves deplete beyond an acceptable level and cost cutting may be required.	• Monthly management account monitoring. • Robust quarterly forecasting process to ensure no significant deviation from plan. • Potential financial risk log being monitored alongside monthly and quarterly reporting. • Investment in senior leadership to mitigate risks associated with voluntary income generation and system influence.

Trustees' report and accounts

for the year ended 31 March 2023



Financial review

There was an overall loss for the period of £145,602 compared with a gain of £19,292 in 2021/22. Total income increased by 10% to £2,018,130 in 2022/23 from £1,838,601 in 2021/22. Total expenditure for 2022/23 was £2,156,376 versus £1,817,652 for 2021/22, an increase of 19%. During the year, Eikon continued to work as part of a new alliance to deliver Mindworks, an emotional wellbeing and mental health service for children and young people in Surrey.

Income from donations and similar income was £530,831 (2021/22: £531,031). Within this, income from donations, including from major donors, improved to £320,582 in 2022/23 compared with £295,173 in 2021/22 as previous investment in resources in this area is now beginning to take effect. Amounts received in grants from trusts and foundations decreased to £188,029 in 2022/23 compared with £208,836 in 2021/22 as the general economic environment and increased competition for funding resulted in a lower success rate for grant applications. Income from fundraising events during the year was £22,220, which was £4,802 lower than the £27,022 raised in 2021/22.

Income from charitable activities increased by 13% to £1,474,119 in 2022/23 from £1,302,485 in 2021/22, partly due to the availability of additional one-off funding in relation to Mindworks for 2022/23 aimed at reducing the waiting lists for children and young people in Surrey. The Mindworks contract is for a minimum of seven years from April 2021, extendable to ten years, meaning that the alliance can plan for the long-term together.

The increase in expenditure on charitable activities was also mainly due to the increased activity in relation to Mindworks, but also due to the decision to invest for the long-term, including updating Eikon's brand and website. Also, there was some additional expenditure during the year on delivering restricted activities where the related income had been received and accounted for previously.

Expenditure on raising funds increased to £227,421 in 2022/23, compared with £178,901 in 2021/22. This was due to an increase in resources to strengthen the fundraising team to ensure the future development of this area. As a result, for every £1 spent on fundraising in 2022/23, we raised £2.33 in income, compared with £2.97 in 2021/22, reflecting the ongoing investment in the fundraising team.

Reserves policy

Total reserves at the year end were £791,912 versus £937,514 at the end of the previous year, comprising unrestricted general £296,840 (2021/22: £361,660), unrestricted designated £407,539 (2021/22: £425,077) and restricted £87,533 (2021/22: £150,777).

Unrestricted designated reserves include £390,000 received in 2020/21 from the winding up of a charitable trust. Eikon, along with other beneficiaries, previously received a proportion of the annual income from this trust, and the trustees have agreed to treat the funds as designated with the aim of holding them for the long-term strategic development of the charity. The remaining unrestricted designated reserves are held to cover future depreciation of the organisation's fixed assets.

The trustees have reviewed the charity's reserves policy, specifically the level of unrestricted general reserves required to cover the main risks facing the organisation. These principally include continuing to support young people while we help to put in place alternative arrangements to support them and their families if we were suddenly faced with a significant reduction in our funding or other financial challenge. The trustees have determined that we would aim to provide such support for a period of between four and six months, which in financial terms equates to £300,000 to £400,000 for our core services. As a result, we have set the target range for unrestricted reserves at £300,000 to £400,000. At 31 March 2023, unrestricted reserves were £704,379.

Statement of trustees' responsibilities

The trustees (who are also the directors for the purpose of company law) are responsible for preparing the annual report and the financial statements in accordance with applicable law and regulations.

Company law requires the trustees to prepare financial statements for each financial year. Under that law the trustees must prepare the financial statements in accordance with UK generally accepted accounting practice (UK accounting standards and applicable law). Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period.

In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently
- Observe the methods and principles in the Charities SORP
- Make judgements and accounting estimates that are reasonable and prudent
- State whether applicable UK 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 presume that the charitable company will continue to operate

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company 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 company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the UK governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

The trustees confirm that so far as they are aware, there is no relevant audit information (as defined by section 418(3) of the Companies Act 2006) of which the charitable company's auditors are unaware. They have taken all the steps that they ought to have taken as trustees in order to make themselves aware of any relevant audit information and to establish that the charitable company's auditors are aware of that information.

The Eikon Charity is a company, limited by guarantee and governed by its Articles of Association. The trustees' report also represents the directors' report, as required by company law. The financial statements have been prepared in accordance with the accounting policies set out in notes to the financial statements and comply with the charity's governing document and the Companies Act 2006 and 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 published on 16 July 2014.

The trustees confirm they have given due consideration to the Charity Commission's published Guidelines on the Public Benefit requirement under section 4 of the Charities Act 2011.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Fundraising Code of Practice

As a charity, we rely on donations as part of our income and we fundraise in a number of ways for the funds needed to help more children and young people.

We engage members of the public, our supporters, and organisations directly through our own fundraising team to encourage donations to Eikon's work. We also offer a number of events such as marathons, where supporters can take on challenges that raise money for Eikon through sponsorship. We do not employ any external professional fundraisers and have not worked with commercial participators in 2022/23.

Our supporters are crucial to our work with young people and we are registered with the Fundraising Regulator to help us continue in our goal to offer people the best experience possible when engaging with us and to comply with all relevant legislation and the Code of Fundraising Practice. Our senior leaders and trustees regularly monitor our fundraising activity to ensure all of our teams are upholding our high standards and commitment to our supporters.

The welfare of everyone we engage with is of paramount importance for us, and we ensure potentially vulnerable members of the community are still able to engage with Eikon, in a way that is right for them. Individuals can have the same experience and benefits of our news, stories, engagement, and activities without having to make a donation. We ensure any supporters or members of the public who do not want contact from us can easily tell us their wishes and not be included in our communications.

We are proud that we received no complaints about our fundraising activity throughout the year, and we are committed to our goal of offering the best experience possible for anyone and everyone engaging with Eikon.

Approved by the Eikon board of trustees on 21 November 2023 and signed on its behalf by:

Nigel Goddard
Chair of Trustees



Independent auditor's report

to the members of The Eikon Charity

Opinion

We have audited the financial statements of The Eikon Charity (the 'charitable company') for the year ended 31 March 2023, which comprise the statement of financial activities, balance sheet, statement of cash flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102, the financial reporting standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- Give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- Have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the 'Auditor's responsibilities for the audit of the financial statements' section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the entity's ability to continue as a going concern for a period of at least 12 months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are

responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements, or to our knowledge (obtained in the audit or otherwise) appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- The information given in the trustees' report, which includes the directors' report prepared for company law purposes, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- The directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- Adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- The financial statements are not in agreement with the accounting records and returns; or
- Certain disclosures of trustees' remuneration specified by law are not made; or
- We have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and



fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. These matters were discussed amongst the engagement team at the planning stage and the team remained alert to non-compliance throughout the audit.

Audit procedures undertaken in response to the potential risks relating to irregularities (which include fraud and non-compliance with laws and regulations) comprised: enquiries of management and trustees as to whether the entity complies with such laws and regulations; enquiries with the same concerning any actual or potential litigation or claims; inspection of relevant legal correspondence; review of trustees' meeting minutes; testing the appropriateness of journal entries; and the performance of analytical review to identify unexpected movements in account balances which may be indicative of fraud.

No instances of material non-compliance were identified. However, the likelihood of detecting irregularities, including fraud, is limited by the inherent difficulty in detecting irregularities, the effectiveness of the entity's controls, and the nature, timing and extent of the audit procedures performed. Irregularities that result from fraud might be inherently more difficult to detect than irregularities that result from error. As explained above, there is an unavoidable risk that material misstatements may not be detected, even though the audit has been planned and performed in accordance with ISAs (UK).

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: https://www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

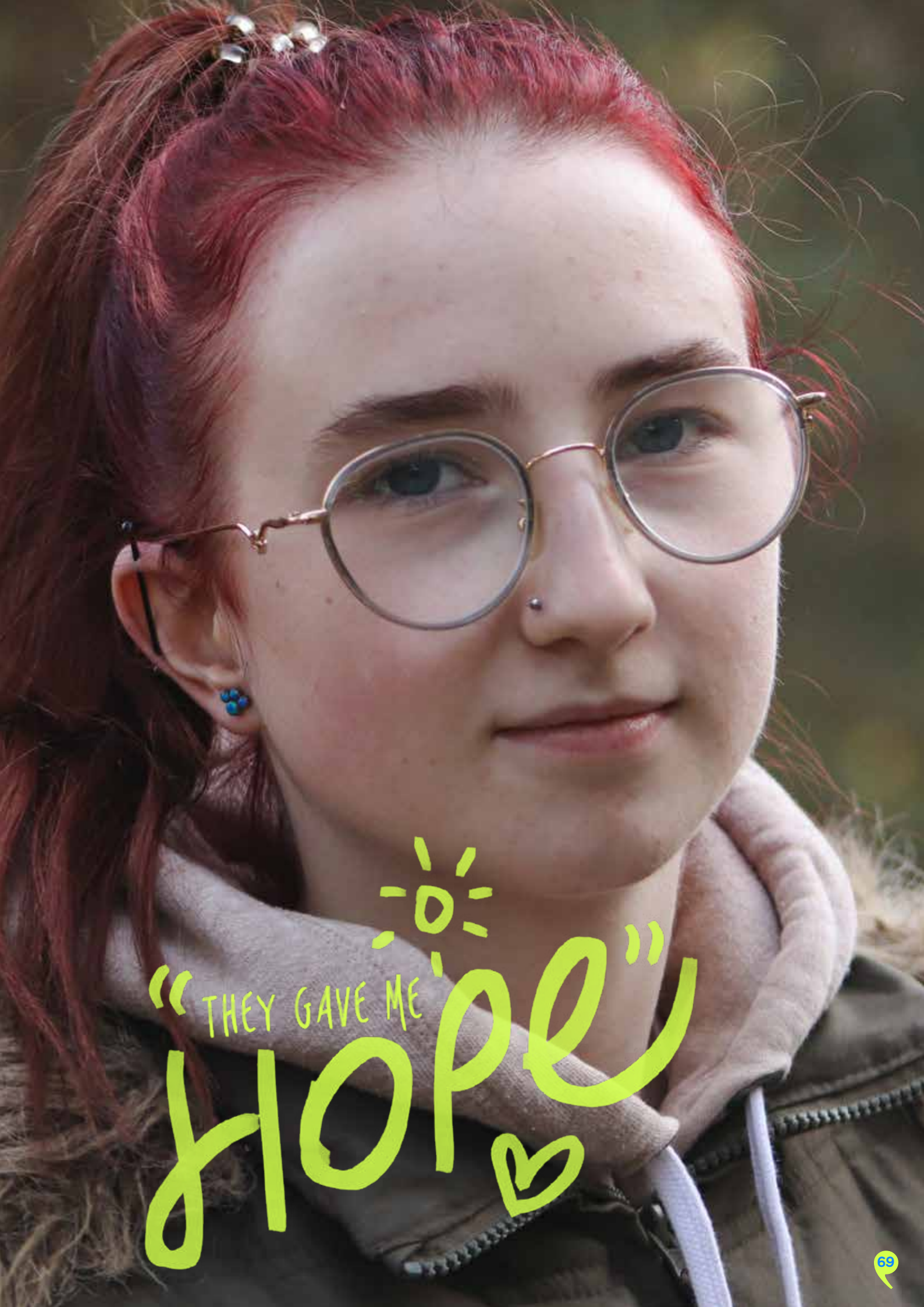


AM Skilton (Senior Statutory Auditor)

For and on behalf of Brewers Chartered Accountants, Statutory Auditor

Bourne House
Queen Street
Gomshall
Surrey GU5 9LY

Date: 21 November 2023


"THEY GAVE ME
"HOPE"

The Eikon Charity

Statement of financial activities

for the year ended 31 March 2023

(incorporating income and expenditure account)

	Notes	General funds	Designated funds	Total unrestricted funds	Restricted funds	**Total funds 2023**	**Total funds 2022**
		£	£	£	£	**£**	£
Income and endowments							
Donations and similar income	3	351,221	-	351,221	179,610	**530,831**	531,031
Charitable activities	4	1,474,119	-	1,474,119	-	**1,474,119**	1,302,485
Investment income	5	13,180	-	13,180	-	**13,180**	5,085
Total income		**1,838,520**	**-**	**1,838,520**	**179,610**	**2,018,130**	**1,838,601**
Expenditure							
Raising funds	6	227,421	-	227,421	-	**227,421**	178,901
Charitable activities	7	1,668,563	17,538	1,686,101	242,854	**1,928,955**	1,638,751
Total expenditure		**1,895,984**	**17,538**	**1,913.522**	**242,854**	**2,156,376**	**1,817,652**
Net income/ (expenditure) before investments gain/(loss)		**(57,464)**	**(17,538)**	**(75,002)**	**(63,244)**	**(138,246)**	**20,949**
Net loss on investments	12	(7,356)	-	(7,356)	-	**(7,356)**	(1,657)
Net income/ (expenditure) after investments gain/(loss)		**(64,820)**	**(17,538)**	**(82,358)**	**(63,244)**	**(145,602)**	**19,292**
Transfers between funds		-	-	-	-	-	-
Net movement in funds		**(64,820)**	**(17,538)**	**(82,358)**	**(63,244)**	**(145,602)**	**19,292**
Reconciliation of funds							
Total funds brought forward 1 April 2022		361,660	425,077	786,737	150,777	**937,514**	918,222
Total funds carried forward 31 March 2023		**296,840**	**407,539**	**704,379**	**87,533**	**791,912**	**937,514**

There were no recognised gains or losses other than those shown in the statement of financial activities.
All income and expenditure is derived from continuing activities.
The accompanying notes form part of these financial statements.

The Eikon Charity

Balance Sheet

as at 31 March 2023

Registered company number 5402398

	Notes	Total 2023	Total 2022
		£	£
Fixed assets			
Tangible assets	11	17,539	35,077
Investments	12	46,641	53,997
Total fixed assets		**64,180**	**89,074**
Current assets			
Debtors	13	56,292	96,123
Cash at bank and in hand		916,299	1,005,615
Total current assets		**972,591**	**1,101,738**
Liabilities			
Creditors: amounts falling due within one year	14	(244,859)	(253,298)
Net current assets		**727,732**	**848,440**
Total net assets		**791,912**	**937,514**
Funds of the charity			
General funds	16	296,840	361,660
Designated funds	16	407,539	425,077
Total unrestricted funds		**704,379**	**786,737**
Restricted funds	16	87,533	150,777
Total funds		**791,912**	**937,514**

The accompanying notes form part of these financial statements.
The financial statements have been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.
The financial statements were approved by the board and authorised for issue on 21 November 2023 and signed on its behalf by:



Nigel Goddard
Chair of Trustees



Kevin Young
Finance Trustee

The Eikon Charity

Statement of cash flows

for the year ended 31 March 2023

	Total 2023	Total 2022
	£	£
Cash flows from operating activities		
Net income/(expenditure) for the year	**(145,602)**	**19,292**
Adjustments for		
Depreciation	17,538	17,538
Losses on revaluation of investments	7,356	1,657
(Increase)/decrease in debtors	39,831	(30,960)
(Decrease) in creditors	(8,439)	(39,424)
Net cash (used in)/provided by operating activities	**(89,316)**	**(31,897)**
Changes in cash and cash equivalents in the year	(89,316)	(31,897)
Net cash and cash equivalents at the start of the year	1,005,615	1,037,512
Net cash and cash equivalents at the end of the year	**916,299**	**1,005,615**

The accompanying notes form part of these financial statements.

The Eikon Charity

Notes to the financial statements

for the year ended 31 March 2023

1. Charity information

The charity is a private limited company (registered number 5402398), which is incorporated and domiciled in the UK and is a public benefit entity. The address of the registered office is Eikon, Selsdon Road, New Haw, Addlestone, Surrey KT15 3HP.

2. Accounting policies

a) Basis of accounting

The financial statements of the charity, which is a public benefit entity, have been prepared 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) (2nd edition, effective January 2019; 'Charities SORP') and Companies Act 2006. The financial statements have been prepared under the historical cost convention.

The trustees have assessed whether the use of the going concern basis is appropriate and have considered possible events or conditions that might cast significant doubt on the ability of the charity to continue as a going concern. The trustees have made this assessment for a period of at least one year from the date of approval of the financial statements. In particular, the trustees have considered the charity's forecasts and projections. After making enquiries, the trustees have concluded that there is a reasonable expectation that Eikon has adequate resources to continue its activities for the foreseeable future. Accordingly, they continue to adopt the going concern basis in preparing the financial statements.

b) Fund accounting

Restricted funds are those received for undertaking an activity specified by the donor when making the gift. The charity makes an administrative charge for the operation of restricted funds, which is included in the cost of raising funds. The costs for administration are also shown as restricted fund expenditure.

General funds are unrestricted funds given freely to the charity that can be applied at the discretion of the trustees in accordance with the objectives of the charity.

Designated funds are funds set aside by the trustees out of unrestricted funds for specific purposes.

c) Income

All income, including donations and associated income tax recoveries from donations received under Gift Aid, is included in the statement of financial activities where the charity is entitled to the income and the amount can be quantified with reasonable accuracy.

All grants and contractual payments are included on a receivable basis. Contractual income is recognised as performance obligations are satisfied. Grant income with performance-related conditions received in advance of delivering specified goods and services, or income with a time restriction placed on it by the donor, is carried forward in restricted reserves until the donor-stipulated criteria are met. Income is also deferred if it is probable it could become refundable or if it is received in advance for a future accounting period.

Gifts in kind and donated services have been included at the lower estimate of their value to the charity and their estimated open market value. No amount has been included for services donated by volunteers. Where out-of-pocket travel and other expenses have been reimbursed to volunteers, these costs are included in the accounts. Surplus funds are invested in bank deposits to earn interest.

d) Expenditure

Expenditure is recognised on an accruals basis and allocated to the appropriate heading in the accounts. Expenditure includes attributable VAT which cannot be recovered.

Charitable activities expenditure enables Eikon to meet its aims and objectives for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Expenditure on raising funds includes the direct costs of fundraising activities (which promote fundraising and the activities of the charity generally) and a proportion of support costs.

Governance costs are those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked to the strategic management of the charity.

Support costs are those costs which enable fundraising and charitable activities to be undertaken. These costs include finance, human resources, premises, IT, legal and governance costs. All support costs are apportioned on the basis of time spent by staff on each category of work.

e) Tangible fixed assets

Tangible assets are stated at cost. Depreciation is calculated to write off the cost of the asset over its estimated useful life as follows:

- Portakabin – depreciated over 10 years straight line
- Office furniture and equipment – depreciated over 5 years straight line

Tangible assets costing less than £2,000 are not capitalised and are written off in the year of purchase.

f) Investments

Investments are a form of basic financial instrument and are initially recognised at their transaction value and subsequently measured at their fair value as at the balance sheet date using the closing quoted market price. The statement of financial activities includes the gains and losses arising on revaluation and disposals throughout the year.

g) Cash management

Cash not required for day-to-day operations, but for the medium term is placed, via the CAF Charity Deposit Platform (CAF Platform), on deposit having regard to the duration, amount relative to the Financial Services Compensation Scheme limit and credit rating of the institution concerned. The CAF Platform is a charity deposit platform provided by Flagstone Investment Management which enables the charity to diversify its cash holdings.

h) Debtors

Debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

i) Creditors

Creditors are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors are recognised at their settlement amount after allowing for any trade discounts due.

j) Taxation

The charity is exempt from corporation tax on its charitable activities under Part 1 Schedule 6 Finance Act 2010.

k) Pensions costs

With effect from 1 January 2017 the charity has incurred costs in relation to the defined-contribution scheme, operated by Aviva, which are included in staff pension costs. Costs recognised are equivalent to the contributions in the year and are recognised on an accruals basis and any unsettled amounts are included in other creditors.

l) Transfer between funds

Trustees have the authority to transfer monies out of the general funds into the restricted funds when required. With the fundholder's permission, the trustees have the authority to make transfers from one restricted fund to another.

m) Reserves policy

On a yearly basis, the trustee board examines Eikon's reserves in the light of the risks facing the organisation and takes into account the Charity Commission's guidance. The policy on reserves is set out in the trustees' report.

3. Donations and similar income

	Unrestricted	Restricted	2023	2022
	£	£	£	£
Donations	228,551	92,031	320,582	295,173
Grants	100,450	87,579	188,029	208,836
Fundraising events	22,220	-	22,220	27,022
	351,221	**179,610**	**530,831**	**531,031**

4. Income from charitable activities

	Unrestricted	Restricted	2023	2022
	£	£	£	£
Mental health services income	1,370,152	-	1,370,152	1,181,443
Schools income	103,967	-	103,967	121,042
	1,474,119	**-**	**1,474,119**	**1,302,485**

5. Investment income

	Unrestricted	Restricted	2023	2022
	£	£	£	£
Bank deposit interest	11,922	-	11,922	3,664
Schroder portfolio dividend income	1,258	-	1,258	1,421
	13,180	**-**	**13,180**	**5,085**

6. Raising funds

	Unrestricted	Restricted	2023	2022
	£	£	£	£
Staff costs	163,734	-	163,734	129,564
Other direct costs	63,687	-	63,687	49,337
	227,421	**-**	**227,421**	**178,901**

7. Charitable activities

	Youth work	Mental health work	Organisational support	Total 2023	Total 2022
	£	£	£	£	£
Staff costs	233,717	870,577	507,505	1,611,799	1,364,576
Activities undertaken directly	18,877	33,660	-	52,537	64,552
Premises costs allocated	3,408	32,517	16,118	52,043	30,372
Support costs allocated	29,699	110,324	47,178	187,201	157,736
Governance (see table below)	-	-	25,375	25,375	21,515
	285,701	**1,047,078**	**596,176**	**1,928,955**	**1,638,751**

Governance	2023	2022
	£	£
Audit	9,324	8,109
Staff costs	16,051	13,406
	25,375	**21,515**

8. Trustees

During the year, no trustees received any remuneration and no trustees were paid travel expenses or small administrative expenses (2022: £0).

The total donations received by Eikon from trustees and their related parties was £1,750 (2022: £2,488). The charity had no other transactions during the year under review with any related parties.

9. Employees and key management personnel

The key management personnel of the charity are the board of trustees and the senior leadership team (SLT), the SLT comprises of the Chief Executive Officer, Head of Development, Head of Finance and Head of People & Performance. The total remuneration and benefits received by SLT was £247,718 (2022: £231,708).

	2023	2022
	£	£
Staff costs were as follows:		
Wages and salaries	1,601,293	1,352,860
Social security costs	145,276	116,317
Pension costs	45,015	38,369
Total staff costs	**1,791,584**	**1,507,546**

The average number of actual employees and full-time equivalent employees, analysed by function, during the year was as follows:

	2023		2022	
	Average no.	FTE no.	Average no.	FTE no.
Fundraising	6.0	3.3	5.8	3.2
Charitable activities	42.2	34.8	40.0	32.9
Governance	-	0.1	-	0.1
Other	15.4	10.8	14.5	9.9
Average number of employees employed during the year:	**63.6**	**49.0**	**60.3**	**46.1**

The number of employees whose remuneration, excluding employer pension costs, fell within each band of £10,000 from £60,000 upwards is as follows:

	2023	2022
	No.	No.
£60,001 to £70,000	1	2
£70,001 to £80,000	1	-
	2	**2**

The salary received by the highest paid member of staff (the Chief Executive) was:

	2023	2022
	£	£
Salary	**64,860**	**61,833**

Contributions to the defined contribution pension scheme on behalf of the Chief Executive were £1,946 (2022: £1,840)

Changes to staff salaries and benefits are proposed by the Chief Executive and are approved by the board of trustees.

10. Defined-contribution pension scheme

	2023	2022
	£	£
Costs of the scheme to the charity for the year	**45,015**	**38,369**

The charitable organisation operates a defined-contribution pension scheme for permanent staff with an employer contribution of 3% (2022: 3%) in the year. The amount owed to the pension scheme at 31 March 2023 was £3,943 (2022 : £3,430).

11. Tangible fixed assets

	Portakabin/ upgrades	Office furniture and equipment	Total
	£	£	£
Cost			
At 1 April 2022	175,384	2,818	178,202
At 31 March 2023	175,384	2,818	178,202
Depreciation			
At 1 April 2022	140,307	2,818	143,125
Charge for year	17,538	-	17,538
At 31 March 2023	157,845	2,818	160,663
Net book value			
At 31 March 2022	**35,077**	**-**	**35,077**
At 31 March 2023	**17,539**	**-**	**17,539**

12. Fixed asset investments

	2023	2022
	£	£
Cost		
At 1 April 2022	53,997	55,654
(Loss) on revaluation	(7,356)	(1,657)
At 31 March 2023	**46,641**	**53,997**

13. Debtors

	2023	2022
Due within one year:	£	£
Trade debtors	3,756	77,425
Other debtors	25,000	750
Prepayments	14,415	12,945
Accrued income	13,121	5,003
	56,292	**96,123**

14. Creditors

	2023	2022
Amounts falling due within one year:	£	£
Trade creditors	171,700	35,986
Other creditors	8,774	8,137
Accruals	25,144	34,244
Deferred income (see note 15)	675	144,657
Social security and other taxes	38,566	30,274
	244,859	**253,298**

15. Deferred income

	2023	2022
	£	£
Balance at 1 April 2022	144,657	84,073
Income deferred	1,302,374	1,074,989
Income released to SOFA	(1,446,356)	(1,014,405)
Balance at 31 March 2023	**675**	**144,657**

Income is deferred when it is received in advance of delivering specified goods or services or in relation to a future accounting period.

16. Funds

	At 1 April 2022	Income	Other gains and (losses)	Expenditure	At 31 March 2023
		£	£	£	£
Unrestricted funds					
General funds	361,660	1,838,520	(7,356)	(1,895,984)	296,840
Designated funds					
Portakabin depreciation	35,077	-	-	(17,538)	17,539
Investment fund	390,000	-	-	-	390,000
Total designated funds	425,077	-	-	(17,538)	407,539
Total unrestricted funds	**786,737**	**1,838,520**	**(7,356)**	**(1,913,522)**	**704,379**
Restricted funds					
Youth work – communities	51,371	77,547	-	(76,772)	52,146
Youth work – schools	77,010	44,563	-	(108,686)	12,887
Development	22,000	-	-	(22,000)	-
Support costs	396	57,500	-	(35,396)	22,500
Total restricted funds	**150,777**	**179,610**	**-**	**(242,854)**	**87,533**
Total funds	**937,514**	**2,018,130**	**(7,356)**	**(2,156,376)**	**791,912**

17. Analysis of net assets by funds

	Unrestricted funds	Designated funds	Restricted funds	Total
	£	£	£	£
Fixed assets	46,641	17,539	-	64,180
Current assets	495,058	390,000	87,533	972,591
Current liabilities	(244,859)	-	-	(244,859)
	296,840	**407,539**	**87,533**	**791,912**

18. Comparatives for the statement of financial activities

The Eikon Charity statement of financial activities for the year ended 31 March 2022 (incorporating income and expenditure account)

	General funds	Designated funds	Total unrestricted funds	Restricted funds	Total funds 2022	Total funds 2021
		£	£	£	£	£
Income and endowments						
Donations and similar income	329,151	-	329,151	201,880	**531,031**	1,150,385
Charitable activities	1,302,485	-	1,302,485	-	**1,302,485**	1,343,012
Investment income	5,085	-	5,085	-	**5,085**	2,395
Total income	**1,636,721**	**-**	**1,636,721**	**201,880**	**1,838,601**	**2,495,792**
Expenditure						
Raising funds	178,901	-	178,901	-	**178,901**	121,928
Charitable activities	1,464,403	17,538	1,481,941	156,810	**1,638,751**	1,879,963
Total expenditure	**1,643,304**	**17,538**	**1,660,842**	**156,810**	**1,817,652**	**2,001,891**
Net income/(expenditure) before investments gain/(loss)	**(6,583)**	**(17,538)**	**(24,121)**	**45,070**	**20,949**	**493,901**
Net (loss)/gain on investments	(1,657)	-	(1,657)	-	**(1,657)**	(753)
Net income/(expenditure) after investments gain/ (loss)	**(8,240)**	**(17,538)**	**(25,778)**	**45,070**	**19,292**	**493,148**
Transfers between funds	-	-	-	-	**-**	-
Net movement in funds	**(8,240)**	**(17,538)**	**(25,778)**	**45,070**	**19,292**	**493,148**
Reconciliation of funds						
Total funds brought forward 1 April 2021	369,900	442,615	812,515	105,707	**918,222**	425,074
Total funds carried forward 31 March 2022	**361,660**	**425,077**	**786,737**	**150,777**	**937,514**	**918,222**

SPECIAL THANKS

We're incredibly grateful to the following organisations who supported our work helping young people so generously during 2022/23:

- All Saints' Church Ockham
- All Saints' New Haw
- Almond Tree Strategic Consulting Ltd
- Amazon UK
- Bigmore Associates
- Borrows Charitable Trust
- Bupa UK Foundation
- Byfleet United Charity
- Garfield Weston Foundation
- Give it Away Ltd
- Gordon's School
- Guildford Poyle Charities
- Heathervale Baptist Church
- Mallinckrodt Pharmaceuticals Ltd
- Neighbourly Community Fund
- Novacyt
- Reed's School
- Richard Davies Charitable Trust
- Samsung
- Smiths Charity
- St John's School Leatherhead Parents' Association
- Surrey County Council
- Surrey County Council Members' Allocation Fund
- The Big Give
- The Coleman Charitable Trust
- The Farnham Institute
- The Loseley and Guildway Charitable Trust
- The Reed Foundation
- The Shanly Foundation
- The Sterry Family Foundation
- The Swire Charitable Trust
- The T.K. Maxx and Homesense Foundation
- Tomlinscote School
- Virgina Water Jumble Trail
- Walton Charity
- West Byfleet Golf Club
- Weydon Multi Academy Trust

We also want to thank all our friends and supporters for their kindness and generosity to Eikon this year, helping children and young people in Surrey to get the support they need and deserve. We're extremely grateful to our new supporters, our longer-term supporters who have shown commitment to Eikon over many years now, and our highly valued life-long supporters. **Thank you**.

The Eikon Charity is helping young people in Surrey to feel safe, heard and supported, now and in the future.

We listen, we talk, and we help young people with the skills they need to live their best life.


Thank
you



The Eikon Charity
Selsdon Road
New Haw
Addlestone
Surrey KT15 3HP

01932 347434 info@eikon.org.uk eikon.org.uk

facebook.com/eikoncharity twitter.com/eikoncharity

instagram.com/theeikoncharity linkedin.com/company/eikon

Charity number: 1109190 Company number: 5402398

THE EIKON CHARITY

England & Wales - Charity number 1109190

Accounts

eikon helping young people in Surrey



The Eikon Charity

Annual Report and Financial Statements 2021/22


"I CAN
smile
AGAIN"

Contents

- About The Eikon Charity 3
- Being a young person today 6
- Chair and CEO's reflections 10
- Our year at a glance 13
- Activities and performance 15
- Fundraising highlights 39
- Plans for the future 42
- Governance, structure and management 44
- Key risks and uncertainties disclosures 49
- Trustees' report and accounts for the year ended 31 March 2022 51
- Independent auditor's report to the members of The Eikon Charity 54
- Statement of financial activities for the year ended 31 March 2022 58
- Balance sheet as at 31 March 2022 59
- Statement of cash flows for the year ended 31 March 2022 60
- Notes to the financial statements for the year ended 31 March 2022 61
- Special thanks 70

When you listen to me, it makes me feel accepted, understood, important, valued and validated. It gives me a voice to help me find myself again. It reminds me that I am not invisible or alone.

– YOUNG PERSON

About The Eikon Charity

Our vision is for all young people in and around Surrey to thrive. We empower and support some 3,000 children each year to have the wellbeing and resilience they need to respond well to the challenges they face.

We help young people early on and prevent poor emotional wellbeing and mental ill-health, offering a range of services and approaches, and allowing them to choose the right support for them.

Our objective

Our objective is to listen, understand and respond to the needs of children and young people in our community and to help prevent serious difficulties. By building safe and positive relationships with young people, and making sure they have someone to turn to when they need help to be well, we support them to build the tools to manage their wellbeing and find their own ways to overcome challenges. We know that if we do this, it is more likely that their long-term prospects will improve.

Networks

We also enable families, schools and communities to provide a network of support and care around young people, because we know this is crucial to their progress. Working collaboratively with young people and those around them on the design and delivery of our services, we help to build nurturing networks dedicated to their wellbeing.

Our work prevents unnecessary serious harm and even saves lives.



Lauren's story
supported by Sarah, Youth Support Practitioner

Lauren started getting support from Eikon when she was in Year 7, to help her cope with an unstable home life. She had recently moved in with her dad and stepmum, having been taken out of the care of her mum, who had struggled with alcohol addiction.

At the time, I was almost oblivious to the bad side of it because I'd grown up with it being normal," Lauren says.

But then I moved in with my dad and my stepmum, and I could see the bad side of alcohol and understand what it does to people like my mum.

I would speak to Sarah quite a bit, whether it was about anything personal, or was just at break or lunch. I started to realise it was helping me when I was actually able to open up to other people as well, not just my family and Sarah or my teachers."

By providing a safe space to talk, Sarah helped Lauren to grow her confidence in getting involved with activities both inside and outside of school, including joining her school's basketball team.

Now I feel a lot better than when I first moved here and first started school," Lauren says.

Do talk to someone if you can. It's not going to be easy, but do talk to someone because, in the long run, they <u>can</u> help you."



Charlie's story
volunteering with Eikon

My brother was bullied growing up, so I know the damaging impact this can have on a young person. Because of this, I knew I wanted to work with young people and help in any way I could to prevent someone from going through the same things my brother did. I would love to give young people the tools they need to manage difficult circumstances and be happy in their lives and their relationships.

Working with young people first-hand, I can see the positive impact Eikon has. For example, I do something called 'my five wins' with my mentees. These are the five things they believe they have improved or succeeded in. One mentee says,

My confidence has grown immensely, I now put my hand up in class, I've joined the football team, I have made more friends, and the relationship with my family has improved."

This student first came to me with no confidence; he was incredibly shy and kept himself very excluded from everyone. However, after the eight weeks we had together, he was bursting with confidence, and all his teachers said they had seen a huge difference.

Someone once asked me what does Eikon mean? Eikon is a true friend, one that won't let you down, one that would never turn on you, and one that's always got your back.



They reach the kids that no one else can. It's those connections, the foundations for building better relationships – that's what's special.

– EIKON CHARITY SUPPORTER

Being a young person today

The pressures of school, exams, relationships, and just working out your place in the world can be challenging enough for any young person.



It's reported that almost half of young people have serious concerns about their studies and exam pressures[1]. Added to this today is the long-lasting impact of COVID-19, social media[2], and the alarming news stories all around us about the climate emergency, war breaking out in Europe, and an impending cost-of-living crisis[3]. It's not difficult to see why the mental health and wellbeing of so many more young people today are suffering – the world can seem a very dark and scary place.

Impact of Covid-19 on children and young people

The COVID-19 pandemic has also had a devastating impact on the wellbeing of children and young people. NHS research tells us that, before COVID-19, around one in nine children had a 'probable mental health disorder' – this increased to one in six in 2020 and has continued to rise.[4]

This is no surprise. Their education was hugely disrupted multiple times, with the added stress and uncertainty for certain age groups about how GCSEs and A-levels would be awarded. Their social development, physical activity levels and self-confidence were also hindered due to long periods of time spent at home and limited interaction with their peers. According to the Prince's Trust, 26% of young women and 19% of young men believe they will never recover from the emotional impact of the pandemic.[5]

For young people who lack a strong support structure, these challenging circumstances and worries can quickly escalate and lead them to crisis point. Research suggests that half of

26% of young women and **19%** of young men believe they will never recover from the emotional impact of the pandemic.[5]

50% of all mental ill health starts by age 15
75% develops by age 18.[6]

all mental ill health starts by age 15, and 75% develops by age 18.[6] Sadly, suicide remains a leading cause of death among children and young people.[7]

Children's Commissioner

The Office of the Children's Commissioner undertook the largest ever survey of children in England in Spring 2021, reporting that "one in five children told us they worried about their mental health – the biggest issue they worried about. Having good mental health was also one of their top priorities for the future. Many children told us of their struggles to access support, but what they are calling for isn't rocket science. They want advice and support to promote good wellbeing. And they want someone to talk to when things went wrong, and their worries start to pile up."[8]

Help and support

It can be hard for any young person to talk about mental health challenges with their parents, carers, friends or teachers, and unfortunately, the right advice and support – particularly early intervention – is not always easy to find. Around a quarter of referrals to specialist children's mental health services are rejected because they do not meet the eligibility criteria.[9] As a result, these children and young people are forced to cope alone, and often become seriously unwell, unless they can find help through a charitable organisation such as Eikon.

Lottie's story supported by Claire, Youth Support Practitioner

I've always had anxiety and I've been bullied since I was little. It still goes on now, but I find it easier to cope with now that I'm with Eikon.

I started doing sessions with Claire when I was in Year 7, and then began to help in the garden. Before then I would go hide away at lunch times. I felt quite lonely and different to everyone else, so knowing that I can come to garden club or talk to people at Eikon makes a big difference for me. Eikon was a massive help from the start. The garden is somewhere I can go just to relax, and Claire is an amazing person to talk to.

I struggle with big groups of people, particularly at school. But at garden club, it is easier to talk to people and get my voice heard. It's a really big thing, and Eikon helped me discover that.



I'm looking forward to passing school, seeing Eikon thrive with all the hard work that we've done at garden club, and maybe less of the bullying in the future, because no one deserves to go through that.

1 Challenges-facing-young-people.pdf (ymca.org.uk)

2 EPI-PT_Young-people's-wellbeing_Jan2021.pdf

3 The Good Childhood Report | The Children's Society (childrenssociety.org.uk)

4 mhcyp_2021_rep.pdf (digital.nhs.uk)

5 One in four young people say they will never recover from the emotional impact of the pandemic, as confidence falls to an all time low - Prince's Trust

6 Mental health statistics - MHFA England

7 Suicide – RCPCH – State of Child Health

8 Dame Rachel de Souza DBE responds to the Health and Social Care Select Committee's latest report into children's mental health | Children's Commissioner for England (childrenscommissioner.gov.uk)

9 Access to child and adolescent mental health services in 2019 - Education Policy Institute (epi.org.uk)



Sam's story

supported by Tracy, Emotional Wellbeing Practitioner (specialist in supporting LGBTQ+ young people)

I came to Eikon because I had recently come out as trans+ and I was really struggling with my mental health. I wanted to die because I didn't feel like I was understood. I hated my body, and no one could help me.

I met with Tracy, and we did one-to-one sessions. We would spend our sessions exploring my questions and feelings of hatred. We looked at loving myself and accepting my body – this is still a journey.

In the sessions, we focused mostly on my wellbeing, finding strategies to help me be kinder to myself on the journey and how to find ways to reach out without hurting myself.

I have really valued the one-to-one sessions with someone who understands the LGBTQ+ journey – this provides a level of safety that I wouldn't get with other people. Tracy is safe and we laugh a lot which helps build my wellbeing, despite it often dropping once I don't have the sessions.

The support has helped me in ways I cannot tell you. The one-to-one sessions have given me space to share and be honest, which has given me the confidence to be open with those around me. I know the journey is long and often quite bumpy because society isn't set up for me. Some days are better than others, but I know from having these sessions I will make it, because I have people who love me, accept me, and are willing to help me.

Thank you, Tracy, for all your support, encouragement and sharing. You really have saved me along my journey. I'm not sure what I'd do without you.

Trans+ (or trans*) is a term that can be used to encompass various transgender identities including binary trans identities, non-binary trans identities, gender non-conforming & intersex people. This young person used it as "an umbrella term" to "define my trans identity in the broader sense and identifying myself becoming who I am".

Emma's story
a parent supported by Lily, Early Intervention Coordinator

I spoke to my son's school when we'd reached a crisis point with his behaviour, and they kindly referred us to Eikon.

My son would have a lot of outbursts that would come from nowhere. He was also suffering with anxiety, so would get stomach ache on the way to school. He struggled with going to parties and having playdates, and wasn't making connections as well as he could with his friends because they weren't quite sure what his behaviours were going to be.

Eikon made us feel like we had a path to follow. We weren't stuck, we had a plan. Lily helped us to forgive ourselves for things that we thought we were doing wrong, and we didn't feel like we were on our own. It was really nice to have someone to confide in, to get some sensible advice, and look at how to model behaviours for our son so that he had something to follow.

If you're offered the opportunity to work with Eikon, do it. Put any pride or fear of failure aside, go with it and do what they suggest. They know what they're talking about. It's changed our lives for definite.

Eve's story
supported by Lily, Early Intervention Coordinator

15-year-old Eve started working with Eikon at the start of Year 7. She began counselling sessions during lockdown, where she developed coping mechanisms to help with caring for her disabled mum and autistic younger sister.

I did a lot of work on my anxiety and panic levels," Eve says. **"They could get quite high, and I didn't really know how to get back to normal and breathe through the situation."**

Eve was particularly anxious about going to school and being away from her mum. Seven years previously, she was at school when her mum fell down the stairs and was left permanently disabled.

I was really worried about having similar things happen, where I'd come home and find ambulances outside taking her away."

Eve's work with Eikon became even more important when her mum was diagnosed with viral meningitis last summer. Through her sessions with Eikon, she developed methods to help her explain to her autistic sister what was going on, and maintain her composure when people asked after her mum.

I knew how to cope with those problems," she says. **"I knew how to keep it at a level where I didn't reveal everything to everyone, and I knew that I could talk to people if I needed to."**



Chair and CEO's reflections

Throughout 2021/22, The Eikon Charity saw first-hand the devastating and long-lasting impact the COVID-19 pandemic has had on children in our community.



Chris Hickford
CEO



Nigel Goddard
Chair

A tough year for young people

Young people who were already unwell saw their emotional wellbeing and mental health deteriorate further. Others who were previously well began to experience wellbeing challenges for the first time. Demand for our services rose, and the children and young people coming to us for help often had more complex and serious needs than before.

Our staff met an increasing number of young people who had developed eating disorders, were self-harming, or were having suicidal thoughts and feelings. Although we pass the most serious cases on to specialist support services, our staff shouldered considerable responsibility and so we accelerated plans to develop additional support structures around our staff and volunteers. This included leadership development and management training, and for practitioners, improved access to clinical supervision and counselling support to help with any indirect trauma resulting from their empathetic engagement with young people.

Adapting to change

Looking back, April 2021 feels like a lifetime ago. Students had only just returned to school, the UK remained under strict COVID-19 restrictions until the summer, and the threat of further lockdowns and limits to our social freedoms lingered well into the new year. Since then, thankfully, many have been able to adapt to the changes brought about by COVID-19. But many of the children and young people we supported during the year were still suffering or recovering from the impact of the pandemic on their lives.

Financially, despite a difficult backdrop, 2021/22 was a successful year for the charity. Fundraising was challenging, as it was for many other charities across the UK, and we are immeasurably grateful to all those generous supporters and volunteers who gave time and money to make our work possible.

Partnership

2021/22 saw the introduction of the innovative Mindworks Surrey partnership – a new service where children and young people have a central voice in decisions about their care, and opportunities to access a range of services in different ways. Eikon was a driving force behind the development of this new service.

Eikon is committed to using our invaluable experience and expertise to influence improvements in services for young people, and in the first year of the Mindworks service we have seen important improvements and successes. Waiting times have started to come down in many of the areas supported by the voluntary sector. We are also proud to have launched the 'discovery conversations' service on behalf of the partnership, which helps to pair young people with the best service for their needs, first time around. Similarly, we successfully campaigned to extend the number of sessions available to young people if it was important for their recovery, which prevented them from re-presenting with the same issue within a short space of time. Now, partners are able to work with every young person until they feel ready, meaning we have the freedom to do the right thing for young people all the time.

The Eikon family

We were delighted to welcome many new faces to The Eikon Charity family, bringing experience and expertise to boost our capacity. We continue to hear feedback from staff and volunteers about our supportive and positive working environment. In difficult times, this goes a long way towards helping our teams retain focus and continue delivering for young people in need.

The community we serve continues to become more diverse. We need to make sure that Eikon is an inclusive organisation in which to work and that our staff and volunteers have the experience and expertise to support our community effectively. During the year, we reviewed our Equality, Diversity and Inclusion (EDI) policy and launched an EDI steering group which meets regularly to review our plans and make sure that we hold diversity in mind in everything we do. This desire is reflected in our commitment to achieve EDI accreditation through the National Centre for Diversity next year.



We'd like to offer our sincere thanks as always to everyone who supported Eikon in any way during 2021/22. Our continued success will rely, as ever, on the ongoing commitment of our courageous and faithful team of staff and volunteers and the generosity and kindness of our donors and fundraisers, who ensure children continue to receive our vital support.

– CHRIS HICKFORD, CEO
& NIGEL GODDARD, CHAIR

Our year at a glance

More than **2,300 children** and young people accessed our one-to-one and group support when they needed help

We ran **18 parent-facing webinars**, supporting parents and carers to understand more about how they can support their child's mental health and wellbeing

Our **Youth Support Practitioners** continued to provide high-quality preventative and personalised support to over 1,000 children in schools

We recruited **3 Early Intervention Coordinators** to work in secondary schools across the county; they supported more than 100 children with both group and one-to-one support

19 new Volunteer Mentors joined the team, meaning we were able to support over 100 children to set goals and make positive steps towards achieving them

134 children and young people spent time at our volunteer-led **gardening projects** to learn new skills and support their wellbeing

61 children, young people and their parents/carers took part in our **High Hopes programme** to build confidence and self-esteem

94% of children and young people surveyed said they had made progress towards their personal goal

Founder and Chief Executive Chris Hickford awarded an MBE

A long-time campaigner and advocate for better and earlier support for children, Chris was awarded an MBE in 2022 in recognition of his work with and for vulnerable young people. Chris has dedicated his life to children and young people since his first volunteer youth work role in the mid 1980s.

Chris says,

"I feel very honoured to have been awarded an MBE, but I feel a bit of an imposter. So many people have contributed to Eikon's success over the 27 years, each of them bringing expertise and dedication, or donating so generously, and it's important that they are recognised in this award. The work of Eikon has never been more important. So many children and young people need support, and the pandemic has made things worse. All of us at Eikon will continue to do all we can to provide a safe and loving environment of support that enables them to thrive."



Activities and performance

From April 2021, as part of the Surrey Wellbeing Partnership, we began working with other third sector providers alongside two NHS Foundation Trusts to deliver the new Mindworks emotional wellbeing and mental health service for children and young people in Surrey.

We are proud members of Mindworks, which is closely aligned to Eikon's long-standing ambition to improve access to preventative and proactive intervention for young people in Surrey.

We were a driving force behind the development of the new service, based on a belief that children and young people should have a voice in decisions about their care. It offers flexible, needs-led options and more opportunity for young people to access advice and help in the local community.

By focusing on creative and innovative ways of working, it promotes and supports prevention and early intervention and, over time, aims to reduce the number of children and young people experiencing poor emotional wellbeing and mental health.

Access and Advice

Our Access and Advice Team was set up in 2021 as part of the Mindworks service and is responsible for effectively assessing the needs of children and young people who are referred for support and matching them to seven different Mindworks partners, including Eikon.

The aim is to make sure that we have a full understanding of the young person's circumstances and preferences, including any changes in their needs since the initial referral, and that they are referred on to the most appropriate service first time.

> They help young people, empower their voices and are a safe space.
>
> – YOUNG PERSON

Lewis

Access and Advice Team Discovery Coordinator

I started volunteering with Eikon over seven years ago and have seen first-hand the impact that early intervention can have on a young person's life. The charity has really helped me develop professionally and I'm pleased that I can play a part in improving access to support services in Surrey.

Under the Mindworks service, all referrals are screened by a clinician and put on different pathways – urgent, routine triage, or partner triage. My team receive the partner referrals for Mindworks and it's our job to contact the families, find out more about the concerns that have been raised and check that the young person's wellbeing hasn't deteriorated in the time it's taken for the referral to get to us. We aim to make it a positive conversation, where we find out more about the young person's likes and dislikes to help inform the best intervention for them personally.

A decision is then made on what partner in the Surrey Wellbeing Partnership the young person will be sent to for support, based on the help they need and their location. This helps to prevent any backlogs so the young person can get the support they need as soon as possible. Sometimes we discover new information which means it's no longer a case for the Surrey Wellbeing Partnership, and the young person needs urgent clinical support. In these cases, we make sure that the referral gets to the right place, improving that young person's chances of getting the right support and not bouncing them between services while their mental wellbeing declines.

> The real power Eikon has is in those moments of connection between their workers and the students – those are the life-changing moments.
>
> – YOUNG PERSON

During the year, we increased our focus on connecting our services and teams, integrating our services better than ever before and creating a more joined-up experience for children, young people and their support networks. Our schools and communities teams worked collaboratively to share resources and expertise to make our programmes as impactful as possible.

Schools

While most students were back in school through 2021/22, school life was anything but normal. After months of social isolation and remote learning, many children and young people reported finding the transition back to school and college extremely challenging. Schools really were on the frontline of responding to the impact lockdowns had on young people. Teachers, who themselves had been under intense pressure, were focused on immediate issues and safeguarding concerns, and had little space to think strategically about whole-school wellbeing.



As such, our in-school practitioners worked flexibly to support children and young people and we engaged proactively with schools to understand how and where we could support. We delivered a series of 18 parent-facing webinars and staff training sessions designed to help them manage their own anxieties and support the resilience and wellbeing of children in their care. These included topics such as:

- Wellbeing and mental health
- Transition to secondary school
- Managing worry
- Exam stress

During the year, we also invested in marketing our schools offer more proactively, hiring a dedicated Schools Marketing Support Officer to help us articulate to schools how we can help and what Eikon can offer. The role includes producing our schools' wellbeing newsletter, organising the webinars, and keeping our website content up to date.

We also focused on creating a more integrated package of school support services, helping school leaders understand the wraparound support Eikon can provide when they choose to embed one of our Youth Support Practitioners (YSPs) in their school.

Mentoring

The unwavering enthusiasm of our dedicated Volunteer Mentors has seen them working to provide one-to-one support for multiple young people simultaneously. This meant we could reduce our initial 2021 target of needing 40 Volunteer Mentors. We're proud to say by increasing from five to 24 Volunteer Mentors we have supported over 100 young people during the year with challenges such as anxiety, anger management, and building resilience.

Our mentors work across six schools during term time, and each bring unique skills and life experiences to support young people referred to Eikon by their school. For each young person, the mentorship programme runs for approximately 12 weeks and the mentors and mentees meet weekly during the school day.

Faye's story
supported by Jim, Volunteer Mentor



Faye was 14 when she was referred to Eikon. Her father died when she was very young. Faye felt rejected by her mum, who chose for her to live with her aunt when she was 11 rather than stay in the family home following conflict between Faye and her mum's new husband. This was causing Faye to behave aggressively towards other young people.

Faye is strong-willed, which can create friction with family, friends, and school. However, her mentor, Jim, recognised this as a strength and could see that her intelligence will set her apart from her peers and be a key factor in her future success. Jim is helping Faye to process her feelings of rejection. He helps her to look at what is happening more philosophically and to think through her actions and consequences.

Jim says, **"It's incredibly important for young people like Faye to have a safe space to express their frustrations and concerns in a healthy way. Thankfully she is now in a happier place and is doing much better in school. Through our work together, she has developed various coping strategies and, although the situation with her mum is unlikely to be resolved soon, Faye is quickly developing her amazing personality and is destined to succeed at whatever she does. Without early intervention from Eikon, I think she could have easily ended up causing herself extreme self-harm."**

Faye says, **"Life can be more difficult than expected, or I might want, but the support and ideas that I have had through Eikon have helped me develop coping strategies. I particularly like the affirmation cards that my mentor gives me such as 'Be fun, be wacky, because life is too short to be anything but happy'."**

Smart Schools

Strategic
mentally healthy
aspirational
resilient
thriving

We continued to work flexibly to provide schools with personalised levels of support and resources, depending on their assessment of their school community's needs.

As schools began to recover from the impact of the pandemic, we started to see an increase in demand once again for our SMART Schools initiative aimed at improving their approach to wellbeing. We work with school leadership teams to encourage them to reflect on and change the way they think about wellbeing across their entire school population.

Head SMART Wellbeing Ambassadors

Wellbeing Ambassadors were trained in 17 of Surrey's schools and continued to provide peer-to-peer support throughout the year. While many schools were still unable to welcome visitors on site, we were able to run some online support sessions for current and new Wellbeing Ambassadors.

In March 2022, the first Wellbeing Ambassador Conference was organised by our YSPs and held at Farnham Heath End School. For many of these children it was their first experience speaking in front of others, and they relished the opportunity to share what they had been working on and to learn from others.

Quotes from Wellbeing Ambassadors:

> **It is so fun and really gratifying as you learn so much about how to help yourself and others surrounding wellbeing."**

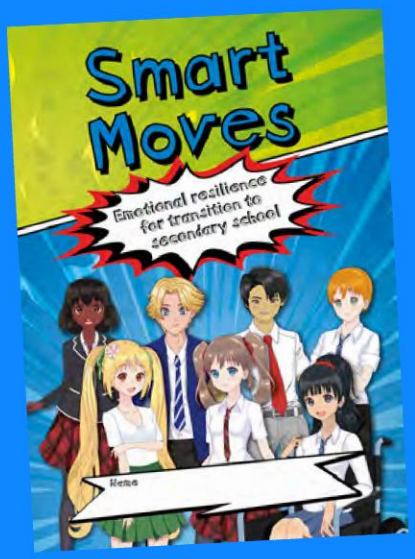
> **It is very rewarding for you and the people around you. Also, you meet new people in a safe setting."**

> **It helps improve your mental health and while doing so you can contribute to the wellbeing of others around the school, in the long run making the school environment more positive."**

Smart Moves

This is a programme of short sessions initially designed to support young people experiencing anxiety in their transition from primary to secondary school (Years 6 and 7). While the programme is targeted at children in this specific stage of their life, the vital skills they develop will continue to help them manage their resilience as they move through secondary school and into adulthood.

In response to feedback, in March 2021 we began to work on updating our SMART Moves booklets. We refreshed the supporting booklets to better reflect young people's needs post-pandemic, including revamped, modern graphics and more information on online resources. We also began working with Surrey Police in autumn 2021 to create a tailored version of the booklet with additional content around county lines drugs operations and staying safe online. We will be supporting training the force's youth engagement officers in the resilience framework and seeking additional input from police cadets.







Youth Support Practitioners

Our YSPs are fully qualified youth work or education professionals embedded within a school community. They run a variety of activities, both one-to-one and in groups, to support whole-school wellbeing and prevention of mental health issues. Due to their integral role in the school community, they are also an invaluable resource for identifying at-risk young people and taking steps to provide early support.

During the year, they continued to provide support at Broadwater, Farnham Heath End, Kings College, Three Rivers Academy and Fullbrook School, and a sixth YSP began working at Weydon School.

The difficulties faced by young people led to an unprecedented increase in demand for support from our practitioners. They found themselves faced with a much higher level of need for issues such as self-harm and suicidal thoughts and feelings. This meant that it was often difficult to run group sessions, because our YSPs spent much of their time focused on supporting individuals with their complex challenges.

Thanks to the generosity and commitment of our volunteers, we were still able to run a range of different group sessions during the year, including garden clubs, lunch clubs and targeted activities for at-risk groups, such as young carers and the LGBTQ+ community.

Deborah

Garden Club Volunteer

I have been supporting the volunteer gardeners at the Hopes and Dreams Garden at Fullbrook School for five years now. 2021/22 was most certainly a year of two halves.

In April 2021, students had only just returned to school after lockdown. Our three garden clubs were the only clubs able to reopen and welcome back students, due to them being outside and our ability to manage year group bubbles and sharing of equipment. Previously our gardeners shared gloves, but we introduced individual glove bags and gloves during the pandemic which, incidentally, helped to give them an increased sense of belonging. Despite whole year group closures still being part of the school landscape, we were able to keep our clubs going, which was a huge achievement.

Then, from September 2021, with the gradual easing of restrictions, things slowly started to get back to normal for us. Numbers continued to grow across the three garden clubs and we are now seeing 40-50 student volunteers joining us each week.

We like to position garden club as a volunteering activity for students, where they are helping create something beautiful for others to enjoy, at the same time as learning new skills and making new friends. Volunteer gardeners can choose to have a long-term relationship with the club; this year we will say goodbye to some of our very first volunteers who started with us five years ago.

We were thrilled to be able to welcome others into the garden during the year, with Fullbrook School's art department making use of it and lots of other Eikon staff bringing young people into the garden for their one-to-one support sessions. Our volunteers also began planning their very first Garden Open Day to take place in summer 2022, which will be their first opportunity to show their families what they have helped to create.

I absolutely love being one of the leaders at the gardening club. It's a lot of fun, and the benefits to the students who take part are clear to see. Of course, the club can only continue with the support of adult volunteers and, if we had more people involved, we could offer even more opportunities for young people to enjoy and benefit from the gardens.





Ed's story

Young Person Volunteer Gardener

When I first came to Eikon, it wasn't because I needed help, but I started going more and more because I could be myself when I was there. Everyone was really accepting; if I needed a question answered, or help in any way, they would always help me out.

Before I came to Eikon, I was feeling quite sad and bored because I felt like I couldn't be myself around people, and that I would be called a weirdo if I did. Everyone at Eikon is amazing and they understand each other. You can just be yourself.

We did the RHS Green Planet, which really helped with my confidence as we won first place. It made me feel like I was part of something and could do things I didn't know I could do.

When I'm older, I want to do something with computers and creating digital graphics. Eikon has helped me realise that I like computers quite a lot.



Find people you feel comfortable around and start opening up to them, and if they accept you, then be friends with them for a long time. That's what I found here and why I enjoy Eikon and the garden club so much.





Early Intervention Coordinators

Our three Early Intervention Coordinators each support and take referrals from a cluster of secondary schools as part of a schools-based needs team under the Mindworks service.

Basing their services on our research with schools, in the year **they helped more than 100 young people** to cope with and overcome difficulties through one-to-one support, signposting parents to helpful resources and running group activities.

Over time the role will also be expanded to cover primary schools.

Lily

Early Intervention Coordinator

I help to support five secondary schools, alongside a Primary Mental Health Worker and a Child Wellbeing Practitioner. Our focus is on early intervention and prevention, and we are the main link between schools and Surrey's mental health services. Schools refer children to us when they have a concern about their wellbeing. When we receive referrals, we discuss them as a team and decide the best course of action for that young person.

As an Early Intervention Coordinator, I run one-to-one sessions in school with young people, as well as group sessions and parent workshops to help them support their children with their wellbeing and mental health. The children I work with come from a range of different backgrounds, and I support them with all kinds of different needs, from personal trauma and identity issues to anxiety and low self-esteem.

Sometimes the children just need a safe space to talk about how they are feeling and other times I have to be more creative in how I engage. For example, I have been working with one child who comes from a very large family and has lacked support, encouragement, and recognition from his parents. He had found it hard to make eye contact and interact with me, so I brought Jenga with me to one of his sessions. We sat on the floor and played, I told him how good he was at the game, and he made eye contact and smiled at me for the first time. It was clear that this was a part of childhood he'd simply missed out on, and it meant a lot to him for someone to take the time to play a game with him. The role can be incredibly challenging at times, but small moments like this really can make it feel worthwhile.

James and Nikki's story
parents supported by Lily, Early Intervention Coordinator

James and Nikki had been struggling with getting their young daughter to sleep at night and were referred to Eikon via her school.

During the day, she was our gorgeous, happy, beautiful girl," Nikki says, **"and then bedtime came, and she just changed. She would run around and refuse to go to sleep until 10, 11 o'clock at night. And then she'd be up every hour. She just wasn't sleeping, and it impacted on school because she was so tired."**

It was all-consuming," James says. **"Every conversation was about how we could improve her sleeping. We struggled to find a way to make it better, until the charity came along and gave us some support."**

James and Nikki had weekly Zoom sessions with Lily, one of our Early Intervention Coordinators, who helped them develop strategies to try with their daughter.

We say Eikon saved us," Nikki says. **"We implemented the strategies with our daughter, and it worked. It was incredible."**

She now goes to bed happily on her own," James adds. **"She's getting a healthy amount of sleep, which is helping her learn better. I was probably a little sceptical to start with, but after the first session and seeing the results we got, I was sold on it quite quickly. The results show it was worthwhile."**

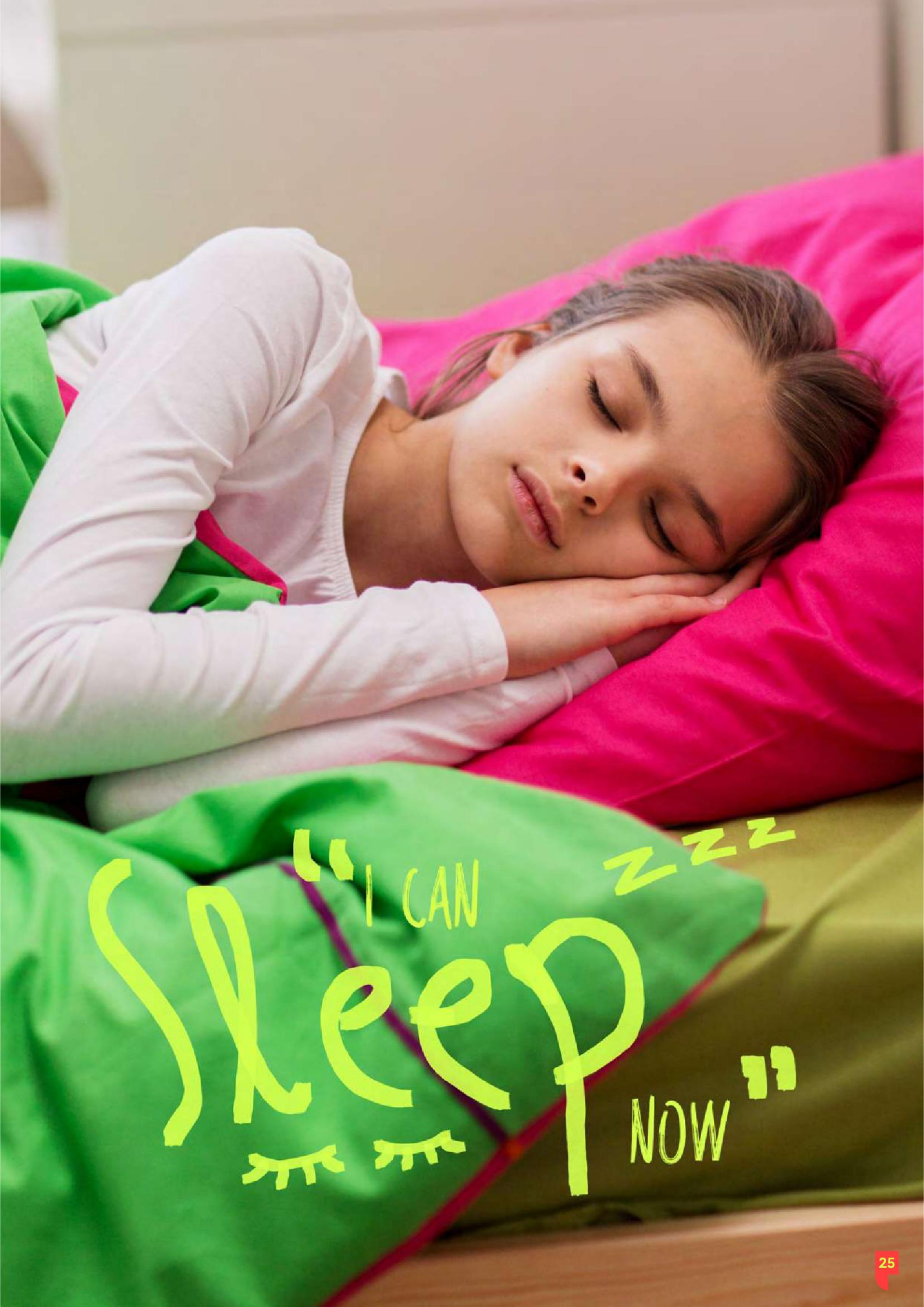
Community

Our community programmes are an important part of the service we provide for Surrey's children and young people, offering a safe place to discuss and address a wide range of issues, such as antisocial behaviour, social skills, and relationships. The sessions are designed to promote wellbeing, focus on goals, improve resilience, and develop social, emotional and practical life skills.

During the year, we were pleased to be able to return to face-to-face activities for many of our sessions and introduced some new initiatives to further enhance our community services.

I would describe Eikon as a place where there is no judgement and a place where you can be yourself.

– YOUNG PERSON


"I CAN
Sleep
NOW"

Counsellors

Eikon's Counsellors offer children and young people between the ages of eight and 18 a safe and confidential space to talk about their experiences and worries. They are trained to listen without judgement and encourage young people to make positive decisions for themselves. Counsellors help with a range of issues, including stress, anxiety, low mood, bullying, bereavement, low self-esteem, family problems, self-harm, and relationship issues.

Throughout a series of counselling sessions, our Counsellors respond to the needs of the young people they are supporting. They will adjust the process as needed and apply a range of techniques to get the best results, including symbolic, creative, behavioural, cognitive, and psycho-educational methods.

Under the Mindworks service, our Counsellors held over 700 one-to-one sessions with young people in 2021/22.

Emotional Wellbeing Practitioners

Our team of Emotional Wellbeing Practitioners (EWPs) work with six to 18-year-olds. They provide a needs-led service and make sure every session is tailored to the individual young person. Children and young people are encouraged to think about their goals and what they would like to achieve. The EWPs work alongside them to offer support and encouragement as they make progress towards these goals. The programme covers a wide range of topics, including anxiety, stress, self-harm, eating disorders, and isolation. As part of the Mindworks service in 2021/22, our EWP team provided more than 1,250 one-to-one sessions for young people, supporting them to work towards and achieve their personal goals. While much of the EWPs' work is done on a one-to-one basis, sessions can be organised for groups as well as individuals.

Wellbeing Practitioners

Under the Mindworks service, many partners have a number of Wellbeing Practitioners who work across Surrey to make up the Community Wellbeing team.

During 2021/22 these new posts were focused on starting to help clear the backlog of referrals from the previous CAMHS service. Looking forward, the intention is that they will begin to take on referrals directly within the community, helping to prevent a backlog from forming once again.

Each Wellbeing Practitioner has a caseload of children and young people to support. Some will focus on certain age groups; for example, under-10s who require emotional support while waiting for an assessment for Autism spectrum disorder (ASD) and Attention deficit hyperactivity disorder (ADHD). In one-to-one sessions they may offer play-based therapy and other forms of emotional support. In 2021/22, our Wellbeing Practitioners delivered more than 1,200 one-to-one sessions with young people under the Mindworks service. They also run group sessions, such as our new Heads Up! programme.

Heads Up!

The Heads Up! toolkit was originally produced through a partnership between UK Youth and the Paul Hamlyn Foundation and draws on the experience of a five-year mental health programme run by the Mental Health Foundation.

Using our knowledge and expertise, Eikon developed this toolkit into a new programme for 2021/22 of eight one-hour sessions for children and young people to promote confidence, self-esteem, and emotional wellbeing.

Initially targeted at children in Years 7 and 8, each Heads Up! session has a different topic which is explored through games and interactive activities; for example, one week they may learn about the signs and symptoms of anxiety or develop new skills like debating. The programme has also been adapted for use with Years 5 and 6 and children and young people from the LGBTQ+ community.





Teacher at North West Surrey Short Stay School

supported by our Heads Up! programme

North West Surrey Short Stay School is a Pupil Referral Unit for learners aged 11–16 who have experienced difficulty maintaining a place in mainstream education. During the year, they worked with Eikon to take 10 students through the Heads Up! project. Two of these students went on to receive one-to-one support from practitioners and the school have asked us to develop a specific Heads Up! programme for their students.

"Due to various lockdowns and other restrictions over the past two years, the project was exactly what the students needed at this time. We have seen a huge rise in students with anxiety and mental health problems and a lack of confidence due to the pandemic. These sessions allowed the students to engage as a group, talking about their issues and listening to each other and understanding that it's not only them who may feel the way they do.

We have seen an improvement in the mental and social health of all who have attended these sessions, and as such has contributed to four students being successfully reintegrated back into mainstream education."

Teacher at Sunbury Manor School

supported by our Heads Up! programme

I have seen kids who are so shut down (due to anger) open up and ask for one-to-one sessions. I have seen students who never speak (due to their shyness) not only speak and engage but laugh and be carefree. I have seen new friendships grow and form. I have seen friends of these Heads Up! kids ask to be a part of the programme (some will be on the next course). It's a beautiful thing when a child gives you their trust – and majority of the kids have!



I even saw a child who is normally so angry with life and shut down to anything or anyone open up and say something along the lines of,

"Believe the positive things that people tell you, they see things in you that you don't see in yourself. Trust them."

This is huge coming from this student.

We also have a student who has found her true identity. She wants to be identified another way, has had conversations with her mum, has had conversations with me and our pastoral team, and has chosen a new name and is happy.

I believe that Heads Up! has given all our students the internal strength and confidence to make these changes in their lives. I could tell you something positive about every child who was part of this programme.

I would absolutely recommend Heads Up! to other schools. I want them to stay with us here forever! The impact that it has had on our students is tremendous.



High Hopes

Our High Hopes programme was introduced in 2021 at High Ashurst outdoor learning centre. It is an outdoor activity-based course for young people and their families, designed to help improve communication, emotional wellbeing, resilience, and self-esteem.

The course runs for around eight weeks and in the first session the young people are taken through a series of activity challenges before meeting with one of our EWPs on a weekly basis. Their parents and carers are also invited to join the course and work with our team to learn more about how to support their children with their emotional wellbeing.

In a survey, 96% of young people who were asked about their experience of High Hopes classed it as 'good' or 'amazing', with all of them recognising a positive impact on their emotional wellbeing.

It helped me look at my confidence and self-worth."

– YOUNG PERSON

I now see the benefit of positive praise and not making big issues out of small things."

– PARENT

Elizabeth

Communities Delivery Manager (Wellbeing and Voluntary Income)

I run the parent group for High Hopes. While the children go off to complete activity challenges like high ropes and a climbing wall, I stay with the parents to help them work together to learn more about how to support their children with issues like anxiety. It is largely based on a peer support approach, where I encourage the group to talk to each other about how they get through things at home and to share their successes and challenges. We also work through some organised activities together which share different strategies and resources, and I signpost the parents to a range of resources they can use at home.

At the end of the course all the children and parents are invited back to High Ashurst, and the children are encouraged to coach their parents over the activity course and demonstrate the new skills they have learnt.

LGBTQ+ support services

Many LGBTQ+ young people come to Eikon struggling with not feeling safe or feeling unable to express (or explore) their true selves, or struggling with bullying or isolation at school as well as familial tensions around their identities. These pressures and challenges can force young people to hide themselves in order to be accepted or to protect themselves. This has significant impacts on their emotional wellbeing, demonstrated by the high incidence of mental health problems in LGBTQ+ young people. In some cases, the pressures they face can lead to self-harm, suicidal thoughts and feelings, eating disorders or other forms of low mental health. Stonewall's 2017 School Report found that three in five lesbian, gay and bisexual young people have self-harmed and more than two in five trans young people have attempted to take their own life. [10]

Throughout 2021/22 Eikon continued to offer dedicated support to the young LGBTQ+ community in Surrey, redeveloping and running a series of different specialist interventions to help them explore their questions and worries in a safe and welcoming environment.

Our staff ran one-to-one sessions with over 70 children, young people and their parents, as well as writing our own Heads Up! programme for use with LGBTQ+ children and young people in schools.

[10] Stonewall | School Report 2017

Thank you for providing us a space where we can feel safe and seen. I've made some new friends here and I can't thank you enough for all the things we talk about. It's the highlight of my week.

– YOUNG PERSON WHO ATTENDED LGBTQ+ HEADS UP!



I feel happier and better in myself having been to a group session. It's a refreshing change to be in an accepting environment.

– YOUNG PERSON ATTENDING IAMME YOUTH GROUP

Not only have students really felt supported by the LGBTQ+ Heads Up!, it has been the first opportunity they have had to talk about LGBTQ+ issues in a safe space. This has felt like a lifeline for some students. It has increased the confidence and even school attendance for some students so thank you.

– DESIGNATED SAFEGUARDING LEAD AT KINGS COLLEGE GUILDFORD



Our virtual youth group, iAmMe, continued to meet throughout the year and, due to growth in the number of young people wishing to join, we split the cohort into two age-based groups. We were thrilled to restart face-to-face sessions in February 2022 and began to alternate virtual and face-to-face sessions on a fortnightly basis to make sure those unable to attend in person could still benefit remotely. During 2021/22 there were 60 members of iAmMe in total. The sessions are always youth led, and the face-to-face sessions present an opportunity to run several different activities for young people, including games and creative activities such as designing a group flag and creating their own pin badges as well as pronoun badges for Eikon staff.

Eikon is in a unique position to help young LGBTQ+ people to continue to build upon the strategies they learn during their formal support sessions with our LGBTQ+ workers by signposting to our other services. For example, by inviting young people to join a group like iAmMe, we help them to make friends with other LGBTQ+ young people, and these safe spaces allow them to continue to build self-esteem, confidence and resilience long after their support under Mindworks has come to an end.

Jamie's story

supported by Tracy, Emotional Wellbeing Practitioner (specialist in supporting LGBTQ+ young people)

Honestly, I'm not sure how I came to meet Tracy. I was referred by my head of year because I was questioning my gender and my dad didn't really understand. My mum came into school, changed my name and I was very excited for that. My dad, however, didn't really understand and thinks I need to have some space to talk this through.

We met weekly for a few weeks and talked about a lot of different things. Mainly about my relationship with my mum – it's really complicated because she left me with my dad. I spent our sessions really talking about how to manage overthinking and find different ways to respond so I am prepared. As for my gender questions... I've found myself opening up to my dad a lot about our questions and helping him understand my journey. I've had lots of different conversations with my dad, talking about language and gender and he really has begun to understand my journey. He even calls me by my chosen name at home and is using the correct pronouns more. The conversations we had really helped our relationship and helped me feel safer and more accepted.

The support from Tracy was incredible. I had a safe space where I could be real about what was going on. I was able to talk through things, find different ways of responding and gained a big understanding of myself, the language I use and how I can share my journey with other people. I know I can talk with my dad now because he's understanding my journey and I feel so much safer. I know that overthinking isn't a bad thing, it's a preparation thing, and this is really helpful. I know I have safe people to talk with and who will be there to help my dad understand when I can't. I can't tell you how thankful I am for the support Tracy gave me and my dad – it has gone a long way in our relationship, and I now have lots of ways I can find help.

Jamie's dad says:

I am so thankful that Jamie has had some space to talk through what's going on and find understanding. When I first heard about the support, I was pretty sceptical and felt like Jamie was really too young to understand or make these decisions. I am, however, very, very grateful for the support they have received. We have had many conversations about non-binary, gender expression and pronouns, and I am willing to admit that I still don't know everything, but I am further along in my understanding now than I was. The sessions that Jamie had helped them to help me, and we now have many conversations about their journey. I am now using Jamie's chosen name and pronouns and they seem so much happier. Your support to help Jamie talk about this and share things with those around them has been so valuable and I am thankful to have my happy young person back.

EikOnline

Our innovative online youth club, EikOnline, which launched halfway through the first year of the pandemic thanks to funding from the National Lottery Community Fund, continued to provide a vital, safe online space for young people during much of 2021/22. As COVID-19 restrictions began to ease, it was clear that young people were keen to get back to face-to-face contact as much as possible, and we decided to close the online club for now.

We continued to use the EikOnline brand to engage with young people on social media and share guidance, advice, and positive messages around topics like exam stress.

Surrey Heath Youth Council

Surrey Heath Youth Council (SHYC) is one of Eikon's longest-standing youth groups, having been in place for more than a decade. It is run by a dedicated group of young people who take on various social action projects and give a voice to other young people in the area. It is a crucial way for young people to share their opinions, helping us to educate the wider community on the kinds of issues that matter to them and to further tailor services to address their needs.

During the 2020/21 academic year, SHYC worked incredibly hard to set up a series of well-received TEDx talks from a whole range of inspirational people, covering topics including unconscious bias, crime, mental health, different routes into work, and going to university.

From September 2021, SHYC began two new projects. The first was a campaign to improve mental health equality by removing stigma and sharing useful information. On this project the group collaborated with Eikon's LGBTQ+ group, iAmMe, to develop online content and a leaflet which they hope to distribute to schools in the area. Secondly, they became involved in a local consultation to improve cycling infrastructure and safety in Surrey Heath. They surveyed around 300 young people to gather their views and have presented their findings and suggestions to local MPs.



Through their involvement in SHYC, these young people build vital skills for life, such as team work, communication, organisation, and public speaking, and make a positive difference to the lives of other young people in their area.

Chair of Surrey Heath Youth Council

I joined SHYC in 2018, when I was in Year 7. After hearing someone speak about it, I was inspired to get involved and help make positive changes in the community around things that matter to young people.

While the past year was tough to begin with due to the pandemic, we were really pleased to be able to get back to meeting in person and to recruit lots of new people.

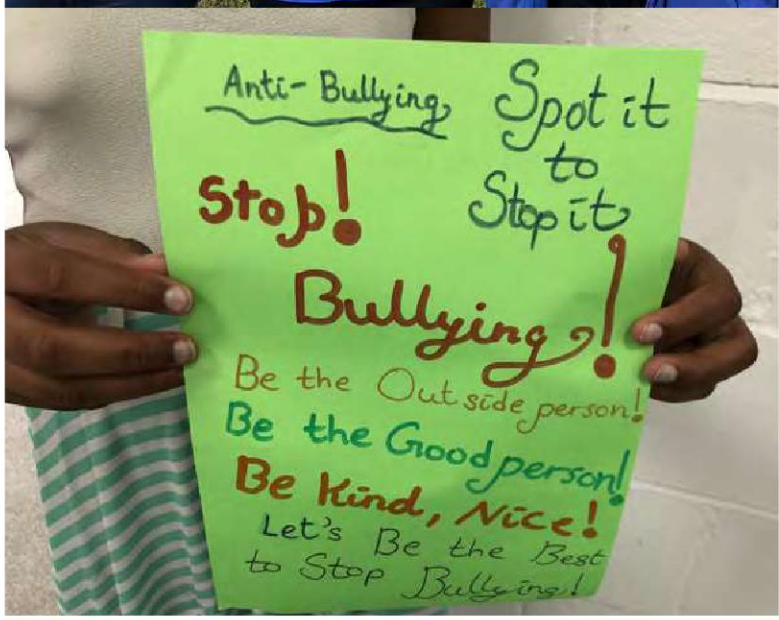
Despite the challenges of working around COVID-19 restrictions, we managed to complete our TEDxYouth@SurreyHeath project which took place at Camberley Theatre in July 2021. We had seven amazing speakers, covering all kinds of topics, and live-streamed the event given we couldn't have many people in the theatre in person. Although only around 20 people were able to attend the event, the recordings have been viewed more than 200 times on YouTube.

SHYC is a brilliant thing to be involved in. You can get so much out of it, including developing confidence in public speaking and learning about teamwork in a really practical way. Personally, I have done so many things outside of my comfort zone – including speaking to more than 1,000 people at an event – and made some incredible friends. I love to see the impact we can make and also how the different minds and personalities in the group can come together to help bring a project to life. I've also developed an interest in and understanding of everything to do with politics, at both a national and a local level.

Summer Transitions Project

Research suggests that students' enjoyment of school drops dramatically between primary and secondary school.[11] Through existing relationships with local schools and professionals, we became aware of three schools in Spelthorne with high exclusion rates for Year 6 and a further three with special measures in place and needing extra support.





[11] EPI-PT_Young-people's-wellbeing_Jan2021.pdf



Based on this, in 2021/22 we introduced a new programme to support 24 Year 6 students in the Spelthorne area in their transition to secondary school. Our goal was to support children who would be transitioning from primary to secondary school, and who had been identified as at risk of exclusion or low attendance, or had anxieties about school. These children often have ongoing behavioural and emotional issues stemming from family difficulties or lack of stability, or they may be children in care. For them the move from primary to secondary school is a daunting prospect which can negatively affect their mental health, and therefore their behaviour if not well supported. The new Summer Transitions Project also came at a crucial time for Year 6 students moving to secondary school following two years of extremely disrupted education due to the pandemic.

The programme includes a series of four weeks of workshops with a mix of Eikon practitioners. The workshops are designed to build confidence and self-belief and cover a wealth of practical tips and advice to make the transition as smooth as possible. They focus on a range of different topics and are delivered through fun activities and games.

> They have seemed calmer and not as anxious about going to secondary school and have more confidence to approach people.
>
> – PARENT

We began work in February 2021 to plan the new initiative and start sharing it with schools and youth groups, allocate spaces and meet the students on a one-to-one basis before the workshops got underway. Participants who are likely to benefit are referred to Eikon by their schools, and we aim to group together children who are going to the same secondary school to help them begin to make friendships and have some familiar faces to look out for on their first day.

We ran further one-to-one sessions with the participants after they had started school, and all had made a good start. Schools also reported to us that knowing the children had been referred to the Summer Transitions Project for additional support meant they were also aware of their potential challenges, and were able to give them extra support and signpost them to further resources.

Since the programme was launched, we have received a lot of interest from schools across Surrey, and we hope to be able to run it in many more areas over the coming years.

> It was really fun! Especially the trip at the end. Made new friends – still in touch with some people who I met there.
>
> – YOUNG PERSON

Summer Transitions Project Outcomes

63% of young people felt they learnt how to manage emotions

65% of young people felt they gained more confidence in their abilities

75% of young people felt they learnt who they could turn to for support

79% of young people progressed in one or more goals over the course of the project

100% of young people felt they learnt at least one thing they wanted to learn when they started the project

100% of young people enjoyed the project

100% of young people have stayed in education

100% of parents surveyed said they would recommend the programme to other parents

Safeguarding

Keeping the young people we support safe remains a clear priority for Eikon. Thanks to rapid growth in our workforce, we were able to help more children and young people than ever before, but this has also driven a rise in the number of safeguarding concerns being reported. We make sure that all our staff and volunteers – whether they work directly with young people or not – are fully competent and empowered to recognise and act on any safeguarding concerns. We ensure our processes are clear and easy to follow and that staff receive more than the standard training required.

For example, while formal safeguarding training must be renewed every three years, we aim to deliver annual training on key new or topical issues. During the year we ran sessions on neglect and harmful sexual behaviour following the murder of Sarah Everard and the Everyone's Welcome movement.

We also used insight from our first safeguarding audit in 2021 to introduce the new Safelink group, which is made up of people from across the organisation who meet monthly to discuss themes and recurring issues, and a more informal Safelink forum where staff are encouraged to share their learning.



Telling Eikon's story – investment in marketing

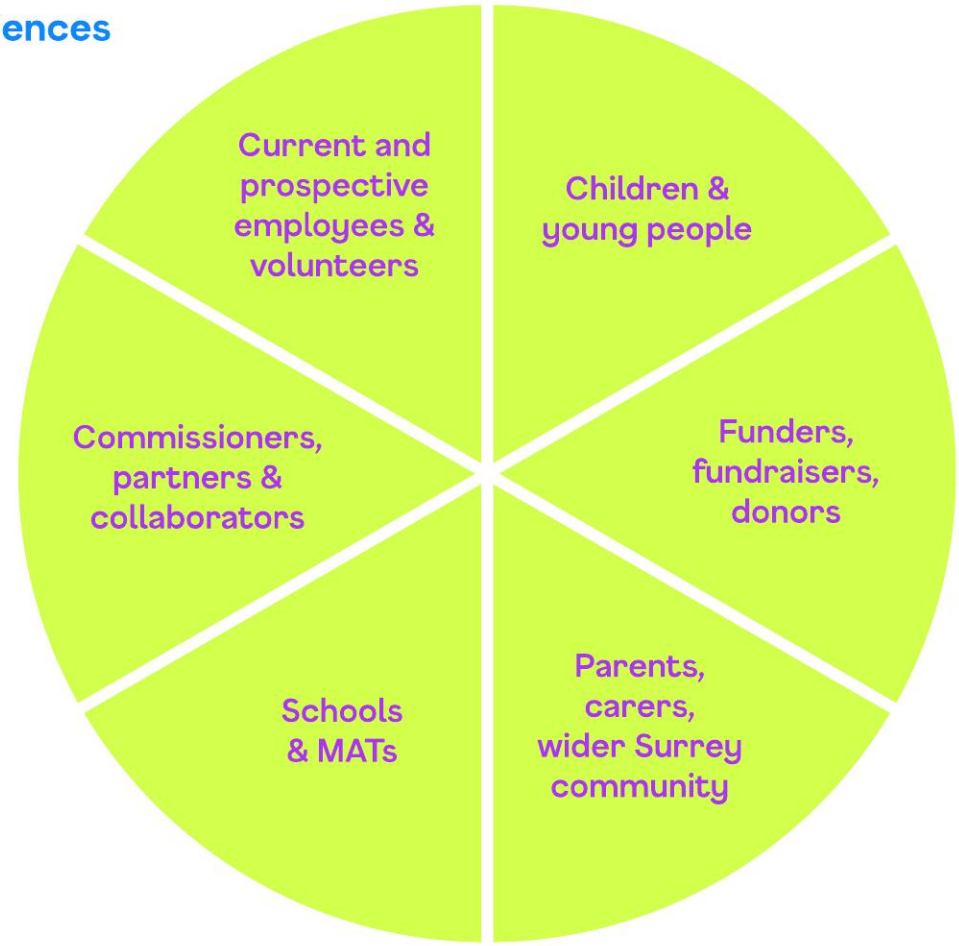
An investment in marketing helped us to begin telling Eikon's story and articulating our invaluable work in a more clear, compelling way. By doing so we will be able to ensure Eikon is more accessible to those who need our help, and inspire the support needed to reach more young people. We recruited a dedicated Marketing Communications Coordinator and worked hard to develop new ways to share the stories of young people we have helped, bringing our impact to life and giving a powerful voice to young people. By supporting our staff to be creative and innovative in developing new resources, we made good progress in increasing awareness of our work and the needs of young people.

Recognising that we could do more, we started a project to understand how the charity is viewed by our stakeholders and to review and refresh our brand and communications so that all our stakeholders feel informed, included, and inspired.

Towards the end of the year, we started planning our first full brand review since the charity launched. The review will include research among our stakeholder groups about the way we talk about and describe the work we do with and for young people, helping us to communicate as clearly and impactfully as possible. Eikon provides a particularly complex mix of services, and we want to be able to explain these services in the most effective way.

THIS REPORT IS THE FIRST PUBLICATION DESIGNED USING OUR NEW BRAND

Our audiences



Our people

Leadership and development

Effective leadership is fundamental to creating the right conditions for success. As part of our commitment to provide bespoke learning and development plans, our senior leadership team (SLT) worked to enhance and develop their leadership capabilities.

We are also committed to developing the management of the charity beyond the SLT. We have weekly manager meetings to jointly discuss operational challenges and plans for the future, and have introduced quarterly management awaydays focused on operational and development topics.

Our staff and volunteers

2021/22 was an incredibly challenging year for everyone involved with Eikon. It remains vital that we provide a great place to both work and volunteer and that we have the necessary support in place for our teams.

All new staff members go through an induction programme in which the Chief Executive Officer and other senior members of the team explain our purpose and values. Staff and volunteers supporting young people receive regular supervision, specific to the type of work they do. We worked hard during the year to accelerate our plans to improve our support and supervision framework for our staff and volunteers.

We continued to run staff and volunteer engagement activities, including surveys, workshops, and team and department days, with regular updates and communications via a full team meeting once a week.

Employee pay policy

We want to attract, develop, and retain the best people, and we will do this by continuing to review our remuneration policy and ensuring our salaries and benefits remain competitive. We operate a defined-contribution group personal pension scheme, in which all eligible employees are auto-enrolled.

In 2021/22 we completed a job evaluation and benchmarking exercise, using a well-recognised external tool for both evaluation and benchmarking. This project will continue into next year, considering both pay and benefits, and will help to provide transparency, consistency and competitiveness within the market.



Fundraising highlights

Our donors and fundraisers are essential to ensuring children and young people continue to receive the support they need, when and how they need it.

Fundraising helps directly impact the lives of young people in Surrey:

£60 **An hour of counselling with a trusted adult in a safe space. This could be the first time a young person opens up about self-harming.**

£70 **A lunch club for a group of children in school. This could be the first time a young carer feels they can relax and have fun with their peers.**

£215 **A day of a Youth Support Practitioner's time to provide personalised support for students and help teachers to embed whole-school wellbeing.**

£1,000 **Back-to-school essentials packs for every child taking part in our Year 6-7 Summer Transitions workshops, providing them with stationary, mindfulness workbooks and fidget toys to help them feel less anxious and more prepared for secondary school.**

Thanks to the generous support of many kind donors, funders and fundraisers, and the dedication and ingenuity of our staff and volunteers, we were able to help young people to be resilient and thrive.

However, these are challenging times for fundraising charities. Despite some successes, this last year income did not grow in the way we wanted and needed it to. We continue to focus on identifying new opportunities to access the funds necessary to support children and young people who need us and to invest in developing our services to ensure we are there for them in the future.

Key campaigns and events

House of Lords fundraising event

We were extremely grateful to be sponsored by The Rt Hon the Lord Hammond of Runnymede (Philip Hammond) for a special event at the House of Lords. It was a truly memorable evening, and we would like to thank all our guests for their support on the night as we raised more than ever before from one single event.

We shared videos of some of the young people we support and their parents at the event and invited some to share their stories in person. We were delighted that it led to significant subsequent funding during the year, including from several generous new donors.

London Marathon

Seven runners took part in the London Marathon 2021, many of whom had planned to take part in 2020 before it was cancelled due to the pandemic. Together they were able to raise **over £12,000** to help give children in Surrey someone safe to turn to.

Virtual London Marathon

Our Virtual London Marathon team raised **over £3,000**, with four out of five runners at least doubling their fundraising target and one raising almost five times their £200 target.

Mike Pyman's 5-5-75 challenge

Eikon Charity trustee and former beneficiary of Eikon's services, Mike Pyman, completed completed an incredible fundraising challenge in April 2021 to run five miles, every five hours, for 75 hours – the equivalent of just under three marathons! Mike raised **over £1,500** to support young people in need.





Community engagement

- Thank you to the Club and Ladies' Captains of West Byfleet Golf Club who chose Eikon as their Captains' Charity for 2022.
- Tomy made a huge donation of toys for our play therapist to use with younger children who are struggling with their emotional wellbeing and mental health. It is wonderful to see corporate organisations in our community come alongside us during these challenging times.
- Six councillors from Surrey County Council donated a portion of their Members' Community Allocation to Eikon, raising a total of **£11,484**. They were Bob Hughes (Shere), Carla Morson (Ash), Fiona White (Guildford), George Potter (Guildford East), Julia McShane (Guildford), and Saj Hussain (Woking).

Corporate engagement

- Six employees from Petrofac took on the Mercer Surrey Half Marathon, raising **£3,150**.
- Novacyt gave an unrestricted donation of **£15,000**. Novacyt is a growing pharmaceutical company based in Camberley.
- Pharmaceutical giant Pfizer gave **£1,000** following a charity event in September. Pfizer's UK commercial headquarters are in Walton Oaks in Surrey.



Trusts and foundations

We are extremely grateful to our trust and foundation supporters, and particularly Garfield Weston Foundation who generously awarded Eikon a **£25,000** unrestricted grant. Trusting us to direct funds to where they are most needed allows us to be agile and respond flexibly to needs as they arise. In the current fast-changing and challenging environment, this is tremendously helpful to us. Unrestricted funding over several years also enables us to invest in growing the charity and increasing the sustainability of our operations.

New funds launched

Impact, Innovation and Technology Fund

We were very pleased to have launched an important new fund for Eikon's future development – our Impact, Innovation and Technology Fund. The launch was generously supported by one of our major donors, and the fund is now attracting wide interest and support from others. It focuses on activities such as improving our use of technology, creating a new impact framework, and revamping our website.



Plans for the future

During 2021/22 we began to move forward with our new strategy, setting out our direction, priorities, and goals for the coming five years.

Delivering our five-year strategy

Our strategy is designed to build on our successes to date and drive further improvements to create an even greater positive impact on the lives of more children and young people.

Our approach is targeted and centred on the specific needs of young people and their families, while we also work to influence improvement and transformation in other services and systems surrounding young people in Surrey.

2021/22 was the first year of the Mindworks Surrey service, which has the potential to make an enormous difference to the lives of young people in Surrey. Mindworks is a key part of our future plans to deliver for young people and is closely aligned to our long-standing ambition and commitment to improve access to preventative and proactive interventions for young people in Surrey. After a successful first year, we look forward to continuing to establish and enhance the service over the coming year and supporting many more young people.

Reviewing the way we communicate and promote Eikon's work

Eikon has experienced a period of significant development and growth, in terms of both the number of staff and volunteers we have and the wide range of services we offer. Looking to the future, we want to make sure we can communicate and promote our services effectively and impactfully with all our audiences and widen our support base, so that we can be there for children in Surrey who need us now more than ever.

During 2021/22 we began a project to review the Eikon brand and how we position ourselves. Using external support, we gathered impartial evidence-based insights into what our audiences feel and think about Eikon's current brand to inform the review. We are also working with an external brand agency and have ensured Eikon staff and volunteers and children and young people guide the process to be insightful and authentic.

During 2022/23 we plan to complete the project, which will include a new brand that will support our strategy along with the launch of a new website.

Improving our technology and business processes

As the charity grows at pace, our IT infrastructure must be strengthened and brought up to date. With the right infrastructure, we will be better positioned to meet challenges, and we plan to further develop our capability across the organisation.

We will continue to build on the work done in 2021/22 towards improving and standardising

our data-capture and reporting capabilities to help us demonstrate our impact more clearly. Ultimately, we aim to improve how we capture full performance data and the qualitative impact we have on young people's wellbeing and resilience.

Developing a performance and quality framework that allows us to better measure, monitor, and evaluate our outputs and outcomes is a strategic priority and will be a key feature of our plans in 2022/23.

IT services and support review and tender process

In recognition of our rapid growth, we will be starting a tender process for a new IT support contract. As well as facilitating improvements in the way we use our technology, it's vital that we are supported by a third party that can provide us with the best service value for our donors' and funders' money.

Equality, diversity and inclusion

We are committed to equality, diversity and inclusion in everything we do: in our work with children and young people, with our staff and volunteers, in all our messaging, and with all our stakeholders.

Our services are for the benefit of all children and young people, embracing and respecting their gender identity, relationship status, race, ethnicity, disability, sexual orientation, culture, politics, financial wellness and faith. Some of our services may be designed to meet the needs of particular groups of children and young people to ensure they get support that is right for them. We recognise that we have more work to do to ensure that our team better reflects the community, and we are committed to working on this over the coming years.

Strategic review of services

We are committed to continually improving our understanding of the changing needs of children and young people and the types of support and services available to them. We believe this is especially true as we emerge from COVID-19 lockdowns and disruptions and seek to understand their impact on children, young people, and their families.

In 2022/23 we will commission independent advisors to review the extent to which services currently available in Surrey, including those we provide, are meeting children's needs. We will use those insights to develop our service offer and ensure that we are having the greatest possible impact with the limited resources available to us.



Governance, structure and management

Legal and administrative information

Trustees and directors

Current serving trustees

- Nigel Goddard, Chair
- Richard Folland, Vice-Chair
- Anneke de Boer
- Julie Gillis
- Helen Johnston
- Richard Moseley
- Michael Pyman
- Mandy Stevens (appointed 22 February 2022)
- Rebecca Wakefield
- Ian Watson
- Sarah-Jane Watson
- Kevin Young, Finance Trustee

Chief Executive Officer

Chris Hickford

Charity number

1109190

Company number

5402398

Registered name

The Eikon Charity
Commonly known as Eikon

Registered address and operational office

Selsdon Road, New Haw, Addlestone, Surrey KT15 3HP

Website

www.eikon.org.uk

Auditors

Brewers Chartered Accountants, Bourne House, Queen Street, Gomshall, Surrey GU5 9LY

Bankers

CAF Bank Ltd, 25 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4JQ

Barclays Bank plc, Town Gate House, Church Street East, Woking, Surrey GU21 1AE

Solicitors

Blandy & Blandy LLP, 1 Friar Street, Reading, Berkshire RG1 1DA

Trustees

We are committed to understanding and adopting best practice in the governance and management of the charity, but we are not complacent, and we continually seek to improve. To this effect, during the 2021/22 financial year we undertook a comprehensive review of the charity's compliance with the refreshed Charity Commission Governance Code and developed an action plan to address the minor gaps identified.

The board of trustees is responsible for the strategic direction, governance, and performance of the charity. It approves the strategy, the annual plan, and the budget, and monitors performance of our main service delivery activities and monthly management accounts. The board meets four times a year, together with the Chief Executive Officer and other members of the SLT. We have a dedicated finance trustee, a risk champion, and trustees with oversight for safeguarding and health and safety. The board develops its understanding of the needs of our beneficiaries by inviting young people or their representatives and/or youth workers to address it at each meeting.

The board had three committees supporting its work during 2021/22:

- **The Fundraising Committee** meets at least twice a year to oversee the development and implementation of the charity's fundraising strategy
- **The Audit and Finance Committee** meets at least once each year to oversee the charity's financial position, in particular to endorse its Annual Report and Accounts
- **The Governance and Risk Committee** meets at least twice a year to oversee the performance of the charity's governance processes and its management of key risks

A trustee chairs each committee, with membership including other trustees and staff. Nominated trustees have oversight for the charity's core policies and procedures and also participate in ad hoc advisory or steering groups to provide advice, input, and/or support development of key subjects; during the 2021/22 financial year these included strategy, contract support and equality, diversity and inclusion.

Key discussions at board meetings during 2021/22 focused on the charity's continuing response to COVID-19, safeguarding children and young people, evolving the overall strategy, monitoring progress against the approved annual plan and budget, the financial position, fundraising strategy and performance, charity governance, risk management, and the annual report and accounts.

Trustees are appointed by the existing members of the board for an initial three-year term, upon completion of which they can be reappointed providing they remain qualified to do so and are supported by at least 50% of the other trustees. Each new trustee receives a comprehensive induction programme, including a trustee handbook, and is invited to additional relevant training sessions. Every trustee receives induction and training in safeguarding and data protection.



Trustee biographies

Current serving trustees

Nigel Goddard, Chair

After retiring from a 35-year international career with BP, Nigel wanted to give something back to local communities. Having strong family values, he looked to support the wellbeing of vulnerable young people, given the ever-increasing pressures in their daily lives. He fully subscribes to Eikon's strategic aims, values and focus on youth services, and joined us in 2016 following a merger with the Windle Valley Youth Project, which he chaired. Now an independent consultant to the oil and gas industry, Nigel is also a business advisor with Young Enterprise and a former Volunteer Mentor and Youth Club Volunteer.

Richard Folland, Vice-Chair

Richard has worked in climate change, energy, the low-carbon sector and sustainability for over 16 years. A long-time British diplomat, he has more recently worked for JPMorgan and has his own strategic advisory and advocacy business. Richard is passionate about doing everything collectively possible to help our young people in the UK, driven by the belief that they are owed the best future we can give them. Having seen its impact first-hand, he is a strong supporter of our work to help children meet the challenges and exploit the opportunities life throws at them.

Anneke de Boer

A retired Morgan Stanley investment banker, Anneke is now a governor at St George's University Hospitals NHS Foundation Trust and part of a multidisciplinary team providing business support to charities. Her belief that programmes like ours can leverage local understanding to provide a faster and more tailored strategy than national initiatives led her to join Eikon. A parent to two young men herself, Anneke knows being a teenager isn't easy. She is driven to help her community so that all young people have the opportunity to shape their own futures.

Julie Gillis

Following a long career in the public sector, where she delivered major government change programmes, Julie brings a wealth of experience at board level, in operations and in financial compliance. She is passionate about improving social mobility and children's mental health and shares a strong sense of purpose and values with Eikon's CEO and leadership team. Julie is a committed mentor with a focus on equality and diversity.

Helen Johnston

Helen is Director of Teaching School and Deputy Designated Safeguarding Lead at the multi-academy trust GLF Schools. Having worked as a teacher and on wider education projects supporting vulnerable young people for more than 20 years, she has seen how the voluntary sector can positively impact their lives. Based in and around Surrey schools for many years, Helen has experienced Eikon's work first-hand. She describes how she found the team's dedication to supporting children 'inspirational' and came on board 'to play a small part' in improving lives.

Richard Moseley

Richard is a retired banker with broad general management experience in a number of countries. He joined us after feeling inspired while talking to our CEO, Chris Hickford, learning about the challenges faced by children in Surrey and becoming convinced of the importance of early intervention. His motivation to work with us was strengthened after he heard stories from young adults who had benefited from our service. In his words, 'the question should be, how could one not help Eikon?'

Michael Pyman

Mike brings a young person's perspective to Eikon's board. He was motivated to join us as a trustee after receiving support from Eikon at secondary school. He was also inspired by our CEO, Chris Hickford, and by what he describes as Chris's drive, selflessness, and dedication to improving young people's lives. Supported by us during his five years at Fullbrook School, Mike believes he wouldn't be where he is today without Chris or Eikon and wants other young people to receive the same help and support he did.


"THEY
LOVE
TO HELP"

Mandy Stevens

Mandy is a registered nurse with 33 years' clinical and managerial expertise and experience at NHS board director level. Recognised as a subject matter expert in mental health, Mandy has 15 years' clinical experience across a range of mental health services and says her personal experience of using mental health services has had a significant impact on the way she approaches her work. A vocal advocate for mental health, including national mental health awareness campaigns, suicide prevention and anti-stigma campaigns. Mandy is also a specialist advisor to the Care Quality Commission, the regulator of healthcare services.

Rebecca Wakefield

Rebecca is a communications and engagement specialist with extensive experience in both the public and private sectors, focusing on a wide range of issues such as education, climate, and the built environment. She brings valuable knowledge and support to our communications strategy, marketing efforts, and work to develop external relationships. Rebecca lives close to the area we serve, enjoys helping to support local children, and says 'it would have been great' to have had access to a service like ours when she was at school.

Ian Watson

Ian is a qualified accountant who has extensive non-executive and executive board experience in both the private and charitable sectors. Having been aware for some time of our services for young people, he found that joining Eikon was 'a natural choice' when he was looking to assist a Surrey-based youth charity.

Sarah-Jane Watson

Sarah-Jane is a qualified solicitor and a partner in a leading law firm. She specialises in employment and education law and has advised schools and charities on employment and education matters, including reviewing contracts and policies and dealing with disciplinary and grievance processes, employment tribunal litigation, parental complaints, student exclusions, special educational needs and disabilities, and safeguarding. Sarah-Jane is also a governor of an independent school in London. She lives in the local area, has a specific interest in mental health and wellbeing, and is highly motivated to help support vulnerable young people in Surrey.

Kevin Young, Finance Trustee

Kevin is a Price Waterhouse-trained chartered accountant with more than 30 years' experience in senior finance roles, including at local civil engineering business Mouchel. He was inspired to join Eikon by our leadership and management and the team's enthusiasm, dedication, and determination. Kevin wanted to use his experience to support our work, having experienced first-hand, through wider family and other volunteering work, some of the many difficulties and problems young people face.

Our organisational structure

Overall responsibility for the charity's strategy, governance, and policy rests with the trustees.

Day-to-day operational responsibility sits with the Chief Executive Officer, who leads the staff and volunteer team.

Our SLT collectively manages the work of the charity and our staff and volunteers. The SLT consists of:

- Chief Executive Officer
- Head of Development
- Head of Finance
- Head of People and Performance

We also have two lead managerial roles, one in schools and one in communities, to align with our delivery model:

- Wellbeing in the Communities Lead
- Wellbeing in Schools Lead

Key risks and uncertainties disclosures

All trustees, employees and volunteers take the management of risks facing the charity seriously. We seek to identify, assess, manage and mitigate risk, to ensure they are balanced against the needs of the organisation and our services.

The charity has in place:

- Robust risk management and safeguarding polices, with associated procedures, to ensure young people are kept safe at all times
- An appointed risk champion from the board of trustees
- A formal risk register, with all risks assigned a risk owner and any significant risks reviewed by trustees on a regular basis
- Comprehensive risk assessments for all our main activities, particularly those involving young people
- A business continuity management policy and plans to enable us to continue to support young people should incidents occur that could otherwise disrupt our services

Given the significant changes faced by the charity – including the aftermath of COVID-19, the new Mindworks service, the ever-increasing demand for services for children and young people, and the resulting impact on employees and volunteers – we held a postponed risk identification workshop in June 2021. This involved trustees and the charity's leadership team developing a new risk register relevant to our changed circumstances.

The new register was aligned with the charity's revised strategic themes: deliver for young people, support people, and develop the organisation. During 2021/22 it was subject to various updates and amendments resulting from extensive review by the SLT, Governance and Risk Committee and the board.

The current risk register comprises eight principal risks, aligned with the above strategic themes. It clearly identifies the associated consequences/potential impacts, risk ownership, controls/actions to reduce/mitigate risk, action owners, and risk impact and likelihood scores. These risks will be regularly reviewed by trustees at quarterly board meetings to ensure control/mitigation plans are reassessed and updated as appropriate.

As at year end, the three top ranked principal risks the charity faced and the plans and strategies in place to manage them were:

Risk Title	Risk description	Key controls/actions to reduce/ mitigate this risk
Deliver for Young People – Service Critical Incident	Death/serious injury and/or critical incident involving a young person who Eikon is supporting/has supported/ is waiting to support; serious complaint against a member of the Eikon delivery team.	• Clear and documented policies and procedures that are well known, used, and continuously improved • Referral types, complexity, and severity that are accepted • Clarity of waiting list, safeguarding, risk management, and escalation processes and procedures • Comprehensive safeguarding training and development, and clinical supervision
Deliver for Young People – Contract and System Management	Failure of contract governance, management and/or service delivery.	• Ensure close participation in and support for the Surrey Wellbeing Partnership (SWP) • Independent evaluation of SWP services to demonstrate increasing impact • Clear and accountable service delivery plans with SMART practitioner objectives for delivery • Subsequent year planning taking into account current and past year experiences
Support People – Organisational and Operational Governance	Policy and procedural awareness: lack of awareness/understanding of policies and procedural management due to staff turnover; pressures of other work leading to policies and procedures not being followed putting the organisation, young people, employees, and/or volunteers at risk.	• Update the charity's business continuity procedure to ensure cover for extended absence of key personnel (e.g. CEO) • Introduce performance oversight via a performance management framework • Robust training and development programmes to ensure leadership/ management capability • Ensure comprehensive, relevant induction, awareness and refresh training for all employees and volunteers, particularly when policy changes occur

Trustees' report and accounts

for the year ended 31 March 2022



Financial review

Total income decreased by 26% to £1,838,601 in 2021/22 from £2,495,792 in 2020/21. Total expenditure for 2021/22 was £1,817,652 versus £2,001,891 for 2020/21 a decrease of 9%. The decrease in income is mainly due to the one-off items within grant income in the previous year. The decrease in expenditure is due to the new contract, whereby Eikon now provides services directly to children and young people rather than sub-contracting most of the services, starting slower than expected. We continued to pursue a strong developmental strategy, working with young people and their support network on the design and delivery of services. We aim to deliver innovative and transformational services to support young people and their families.

Income from charitable activities decreased by 3% to £1,302,485 in 2021/22 from £1,343,012 in 2020/21. In April 2021 we began working as part of a new alliance to deliver Mindworks, an emotional wellbeing and mental health service for children and young people in Surrey. The contract is for a minimum of seven years, extendable to ten years, meaning that the alliance can plan for the long-term together.

Income from donations and legacies was £531,031 (2020/21: £1,150,385). Within this, income from donations, including from major donors, was essentially unchanged at £300,194 in 2020/21 compared with £295,173 in 2021/22. The prior year included a legacy of £126,000.

Amounts received in grants from trusts and foundations and elsewhere decreased to £208,836 in 2021/22 compared with £822,762 in 2020/21, a decrease of £613,926. In the prior year £390,000 was received following the closure of a charitable trust and subsequent distribution of its assets to Eikon and the other beneficiaries of the trust. In the prior year Eikon also received significant COVID-19 funding, including £100,000 from the National Lottery Community Fund to develop online support for children and young people and £65,278 in government grants from the Coronavirus Job Retention Scheme.

Income from fundraising events during the year was £27,022, which was in line with the £27,429 raised in 2021/22.

Expenditure on fundraising increased to £178,901 in 2021/22, compared with £121,928 in 2020/21. The increase was due to the increase in salaries to strengthen the fundraising team. For every £1 spent on fundraising in 2021/22, we raised £2.97 in income, compared with £9.43 in 2020/21, which reflected the one-off income received during the prior year from the legacy and the winding up of a charitable trust as well as the investment in the current year in the fundraising team.

Reserves policy

Total reserves at the year end were £937,514 versus £918,222 at the end of the previous year, comprising unrestricted general £361,660 (2020/21: £369,900), unrestricted designated £425,077 (2020/21: £442,615) and restricted £150,777 (2020/21: £105,707).

Unrestricted designated reserves include £390,000 received in 2020/21 from the winding up of a charitable trust. Eikon, along with other beneficiaries, previously received a proportion of the annual income from this trust, and the trustees have agreed to treat the funds as designated with the aim of investing them for the long-term strategic development of the charity. The remaining unrestricted designated reserves are held to cover future depreciation of the organisation's fixed assets.

The trustees have reviewed the charity's reserves policy, specifically the level of unrestricted general reserves required to cover the main risks facing the organisation. These principally include continuing to support children and young people while we help to put in place alternative arrangements to support them and their families if we were suddenly faced with a permanent reduction in our funding or other long-term financial challenge. The trustees have determined that we would aim to provide such support for a period of between four and six months, which in financial terms equates to £250,000 to £350,000 for our core services. As a result, we have set the target range for unrestricted general reserves at £300,000 to £400,000. At 31 March 2022, unrestricted general reserves were £361,660, which was at the top end of our current target.

Statement of trustees' responsibilities

The trustees (who are also the directors for the purpose of company law) are responsible for preparing the annual report and the financial statements in accordance with applicable law and regulations.

Company law requires the trustees to prepare financial statements for each financial year. Under that law the trustees must prepare the financial statements in accordance with UK generally accepted accounting practice (UK accounting standards and applicable law). Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period.

In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently
- Observe the methods and principles in the Charities SORP
- Make judgements and accounting estimates that are reasonable and prudent
- State whether applicable UK 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 presume that the charitable company will continue to operate

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company 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 company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the UK governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

The trustees confirm that so far as they are aware, there is no relevant audit information (as defined by section 418(3) of the Companies Act 2006) of which the charitable company's auditors are unaware. They have taken all the steps that they ought to have taken as trustees in order to make themselves aware of any relevant audit information and to establish that the charitable company's auditors are aware of that information.

The Eikon Charity is a company, limited by guarantee and governed by its Articles of Association. The trustees' report also represents the directors' report, as required by company law. The financial statements have been prepared in accordance with the accounting policies set out in notes to the financial statements and comply with the charity's governing document and the Companies Act 2006 and 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 published in January 2019.

The trustees confirm they have given due consideration to the Charity Commission's published Guidelines on the Public Benefit requirement under section 4 of the Charities Act 2011.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by the Eikon board of trustees on 15 November 2022 and signed on its behalf by:

Nigel Goddard
Chair of Trustees

Independent auditor's report

to the members of The Eikon Charity

Opinion

We have audited the financial statements of The Eikon Charity (the 'charitable company') for the year ended 31 March 2022, which comprise the statement of financial activities, balance sheet, statement of cash flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102, the financial reporting standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- Give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- Have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the 'Auditor's responsibilities for the audit of the financial statements' section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the entity's ability to continue as a going concern for a period of at least 12 months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the

other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements, or to our knowledge (obtained in the audit or otherwise) appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.



Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- The information given in the trustees' report, which includes the directors' report prepared for company law purposes, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- The directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- Adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- The financial statements are not in agreement with the accounting records and returns; or
- Certain disclosures of trustees' remuneration specified by law are not made; or
- We have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees

determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. These matters were discussed amongst the engagement team at the planning stage and the team remained alert to non-compliance throughout the audit.

Audit procedures undertaken in response to the potential risks relating to irregularities (which include fraud and non-compliance with laws and regulations) comprised: enquiries of management and trustees as to whether the entity complies with such laws and regulations; enquiries with the same concerning any actual or potential litigation or claims; inspection of relevant legal correspondence; review of trustees' meeting minutes; testing the appropriateness of journal entries; and the performance of analytical review to identify unexpected movements in account balances which may be indicative of fraud.

No instances of material non-compliance were identified. However, the likelihood of detecting irregularities, including fraud, is limited by the inherent difficulty in detecting irregularities, the effectiveness of the entity's controls, and the nature, timing and extent of the audit procedures performed. Irregularities that result from fraud might be inherently more difficult to detect than irregularities that result from error. As explained above, there is an unavoidable risk that material misstatements may not be detected, even though the audit has been planned and performed in accordance with ISAs (UK).

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: https://www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

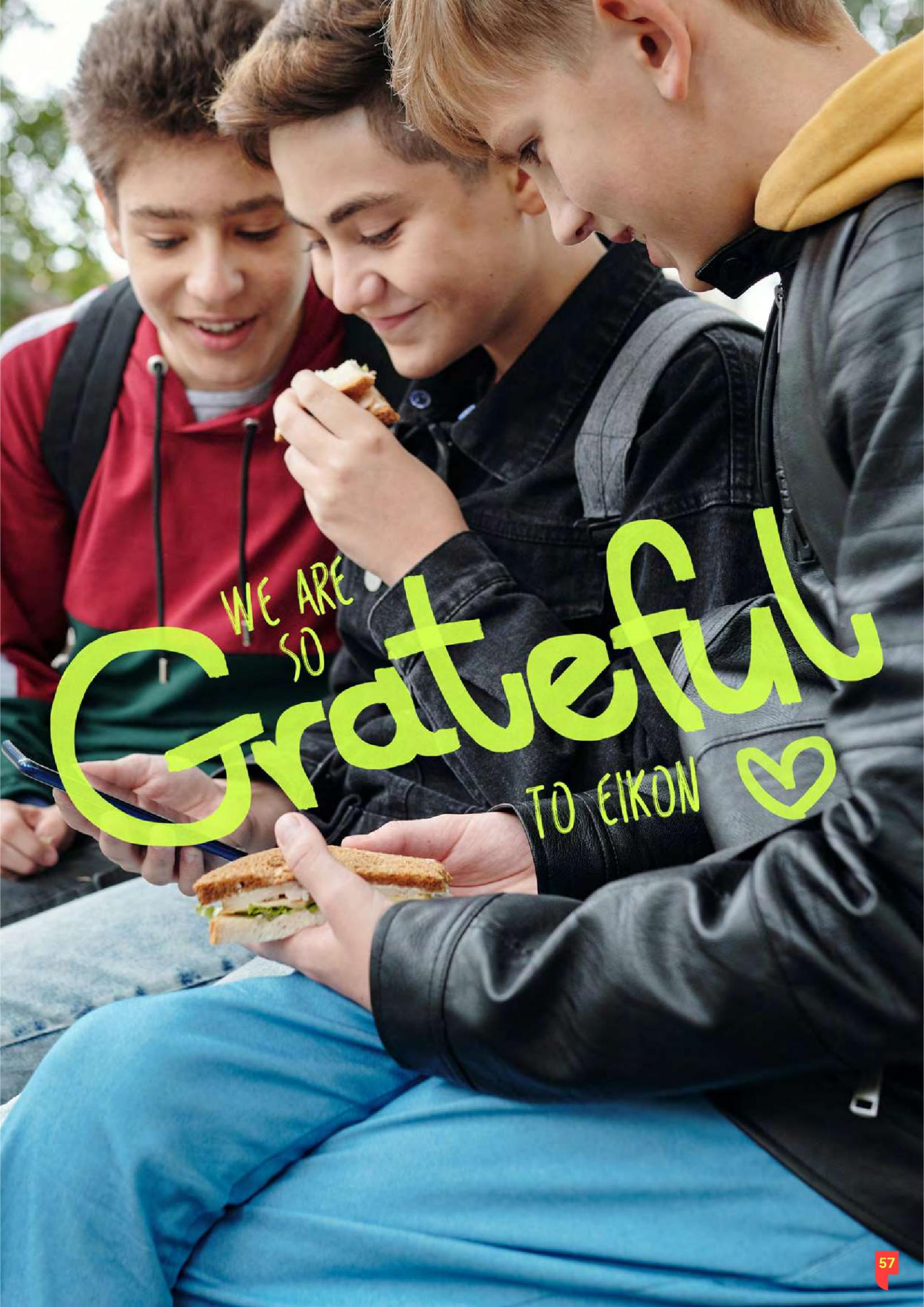


AM Skilton (Senior Statutory Auditor)

For and on behalf of Brewers Chartered Accountants, Statutory Auditor

Bourne House
Queen Street
Gomshall
Surrey GU5 9LY

Date: 15 November 2022


WE ARE
SO
Grateful
TO EIKON

Statement of financial activities

for the year ended 31 March 2022

(incorporating income and expenditure account)

	Notes	General funds	Designated funds	Total unrestricted funds	Restricted funds	**Total funds 2022**	**Total funds 2021**
		£	£	£	£	**£**	£
Income and endowments							
Donations and legacies	3	329,151	-	329,151	201,880	**531,031**	1,150,385
Charitable activities	4	1,302,485	-	1,302,485	-	**1,302,485**	1,343,012
Investment income	11	5,085	-	5,085	-	**5,085**	2,395
Total income		**1,636,721**	**-**	**1,636,721**	**201,880**	**1,838,601**	**2,495,792**
Expenditure							
Raising funds	5	178,901	-	178,901	-	**178,901**	121,928
Charitable activities	6	1,464,403	17,538	1,481,941	156,810	**1,638,751**	1,879,963
Total expenditure		**1,643,304**	**17,538**	**1,660,842**	**156,810**	**1,817,652**	**2,001,891**
Net income/ (expenditure) before investments gain/(loss)		**(6,583)**	**(17,538)**	**(24,121)**	**45,070**	**20,949**	**493,901**
Net loss on investments	11	(1,657)	-	(1,657)	-	**(1,657)**	(753)
Net income/ (expenditure) after investments gain/(loss)		**(8,240)**	**(17,538)**	**(25,778)**	**45,070**	**19,292**	**493,148**
Transfers between funds		-	-	-	-	-	-
Net movement in funds		**(8,240)**	**(17,538)**	**(25,778)**	**45,070**	**19,292**	**493,148**
Reconciliation of funds							
Total funds brought forward 1 April 2021		369,900	442,615	812,515	105,707	**918,222**	425,074
Total funds carried forward 31 March 2022		**361,660**	**425,077**	**786,737**	**150,777**	**937,514**	**918,222**

There were no recognised gains or losses other than those shown in the statement of financial activities.
All income and expenditure is derived from continuing activities.
The accompanying notes form part of these financial statements.

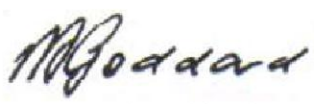
Balance Sheet

as at 31 March 2022

Registered company number 5402398

	Notes	Total 2022	Total 2021
		£	£
Fixed assets			
Tangible assets	10	35,077	52,615
Investments	11	53,997	55,654
Total fixed assets		**89,074**	**108,269**
Current assets			
Debtors	12	96,123	65,163
Cash at bank and in hand		1,005,615	1,037,512
Total current assets		**1,101,738**	**1,102,675**
Liabilities			
Creditors: amounts falling due within one year	13	(253,298)	(292,722)
Net current assets		**848,440**	**809,953**
Total net assets		**937,514**	**918,222**
Funds of the charity			
General funds	15	361,660	369,900
Designated funds	15	425,077	442,615
Total unrestricted funds		**786,737**	**812,515**
Restricted funds	15	150,777	105,707
Total funds		**937,514**	**918,222**

The accompanying notes form part of these financial statements.
The financial statements have been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.
The financial statements were approved by the board and authorised for issue on 15 November 2022 and signed on its behalf by:



Nigel Goddard
Chair of Trustees



Kevin Young
Finance Trustee

Statement of cash flows

for the year ended 31 March 2022

	Total 2022	Total 2021
	£	£
Cash flows from operating activities		
Net income for the year	**19,292**	**493,148**
Adjustments for		
Depreciation	17,538	17,539
Losses on revaluation of investments	1,657	753
(Increase)/decrease in debtors	(30,960)	86,069
(Decrease) in creditors	(39,424)	(79,294)
Net cash (used in)/provided by operating activities	**(31,897)**	**518,215**
Changes in cash and cash equivalents in the year	(31,897)	518,215
Net cash and cash equivalents at the start of the year	1,037,512	519,297
Net cash and cash equivalents at the end of the year	**1,005,615**	**1,037,512**

The accompanying notes form part of these financial statements.

Notes to the financial statements

for the year ended 31 March 2022

1. Charity information

The charity is a private limited company (registered number 5402398), which is incorporated and domiciled in the UK and is a public benefit entity. The address of the registered office is Eikon, Selsdon Road, New Haw, Addlestone, Surrey KT15 3HP.

2. Accounting policies

a) Basis of accounting

The financial statements of the charity, which is a public benefit entity, have been prepared 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) (2nd edition, effective January 2019; 'Charities SORP') and Companies Act 2006. The financial statements have been prepared under the historical cost convention.

The trustees have assessed whether the use of the going concern basis is appropriate and have considered possible events or conditions that might cast significant doubt on the ability of the charity to continue as a going concern. The trustees have made this assessment for a period of at least one year from the date of approval of the financial statements. In particular, the trustees have considered the charity's forecasts and projections. After making enquiries, the trustees have concluded that there is a reasonable expectation that Eikon has adequate resources to continue its activities for the foreseeable future. Accordingly, they continue to adopt the going concern basis in preparing the financial statements.

b) Fund accounting

Restricted funds are those received for undertaking an activity specified by the donor when making the gift. The charity makes an administrative charge for the operation of some restricted funds, which is included in the cost of raising funds. The amounts for administration are also shown as restricted fund expenditure.

General funds are unrestricted funds given freely to the charity that can be applied at the discretion of the trustees in accordance with the objectives of the charity.

Designated funds are funds set aside by the trustees out of unrestricted funds for specific purposes.

c) Income

All income, including donations and associated income tax recoveries from donations received under Gift Aid, is included in the statement of

financial activities where the charity is entitled to the income and the amount can be quantified with reasonable accuracy.

All grants and contractual payments are included on a receivable basis. Contractual income is recognised as performance obligations are satisfied. Grant income with performance-related conditions received in advance of delivering specified goods and services, or income with a time restriction placed on it by the donor, is deferred until the donor-stipulated criteria are met. Income is also deferred if it is probable it could become refundable or if it is received in advance for a future accounting period.

Gifts in kind and donated services have been included at the lower estimate of their value to the charity and their estimated open market value. No amount has been included for services donated by volunteers. Where out-of-pocket travel and other expenses have been reimbursed to volunteers, these costs are included in the accounts. Surplus funds are invested in bank deposits to earn interest.

d) Expenditure

Expenditure is recognised on an accruals basis and allocated to the appropriate heading in the accounts. Expenditure includes attributable VAT which cannot be recovered.

Charitable activities expenditure enables Eikon to meet its aims and objectives for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Expenditure on raising funds includes the direct costs of fundraising activities (which promote fundraising and the activities of the charity generally) and a proportion of support costs.

Governance costs are those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked to the strategic management of the charity.

Support costs are those costs which enable fundraising and charitable activities to be undertaken. These costs include finance, human resources, premises, IT, legal and governance costs. All support costs are apportioned on the basis of time spent by staff on each category of work.

e) Tangible fixed assets

Tangible assets are stated at cost. Depreciation is calculated to write off the cost of the asset over its estimated useful life as follows:

- Portakabin – depreciated over 10 years straight line
- Office furniture and equipment – depreciated over 5 years straight line

Tangible assets costing less than £2,000 are not capitalised and are written off in the year of purchase.

f) Investments

Investments are a form of basic financial instrument and are initially recognised at their transaction value and subsequently measured at their fair value as at the balance sheet date using the closing quoted market price. The statement of financial activities includes the gains and losses arising on revaluation and disposals throughout the year.

g) Cash management

Cash not required for day-to-day operations, but for the medium term is placed, via the CAF Bank, on deposit having regard to the duration, amount relative to the FSCS limit and credit rating of the institution concerned. Where it is deemed that cash can be held for the longer term, this may be transferred to the investment portfolio.

h) Debtors

Debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

i) Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are recognised at their settlement amount after allowing for any trade discounts due.

j) Taxation

The charity is exempt from corporation tax on its charitable activities under Part 1 Schedule 6 Finance Act 2010.

k) Pensions costs

With effect from 1 January 2017 the charity has incurred costs in relation to the defined-contribution scheme, operated by Aviva, which are included in staff pension costs. Costs recognised are equivalent to the contributions in the year and are recognised on an accruals basis and any unsettled amounts are included in other creditors.

l) Transfer between funds

Trustees have the authority to transfer monies out of the general funds into the restricted funds when required. With the fundholder's permission, the trustees have the authority to make transfers from one restricted fund to another.

m) Reserves policy

On a yearly basis, the trustee board examines Eikon's reserves in the light of the risks facing the organisation and takes into account the Charity Commission's guidance. The policy on reserves is set out in the trustees' report.

3. Donations and similar income

	Unrestricted	Restricted	2022	2021
	£	£	£	£
Donations	237,912	57,261	295,173	300,194
Grants	64,217	144,619	208,836	822,762
Fundraising events	27,022	-	27,022	27,429
	329,151	**201,880**	**531,031**	**1,150,385**

Grants in 2021 included £65,278 of government grants received in relation to the Coronavirus Job Retention Scheme; there were no such government grants in the current year.

4. Income from charitable activities

	Unrestricted	Restricted	2022	2021
	£	£	£	£
Mental health services income	1,181,443	-	1,181,443	1,243,289
Schools income	121,042	-	121,042	99,723
	1,302,485	**-**	**1,302,485**	**1,343,012**

5. Raising funds

	Unrestricted	Restricted	2022	2021
	£	£	£	£
Staff costs	129,564	-	129,564	98,195
Other direct costs	49,337	-	49,337	23,733
	178,901	**-**	**178,901**	**121,928**

6. Charitable activities

	Youth work	Mental health work	Organisational support	Total 2022	Total 2021
	£	£	£	£	£
Staff costs	262,833	699,888	401,855	1,364,576	909,336
Activities undertaken directly	18,512	46,040	-	64,552	853,259
Premises costs allocated	3,284	17,736	9,352	30,372	48,798
Support costs allocated	19,669	51,451	86,616	157,736	53,715
Governance (see table below)	-	-	21,515	21,515	14,855
	304,298	**815,115**	**519,338**	**1,638,751**	**1,879,963**

Governance	2022	2021
	£	£
Audit	8,109	5,203
Staff costs	13,406	9,652
Trustees' expenses	-	-
	21,515	**14,855**

7. Trustees

	2022	2021
	£	£
Trustees' expenses	-	-

During the year, no trustees received any remuneration.

During the year, The Eikon Charity paid travel expenses of £0 (2021: £0) and small administrative expenses of £0 (2021: £0). The total donations received by Eikon from trustees and their related parties was £2,488 (2021: £2,220).

The charity had no other transactions during the year under review with any related parties.

8. Employees and key management personnel

The key management personnel of the charity are the board of trustees and the Senior Leadership Team (SLT), the SLT comprises of the Chief Executive Officer, Head of Development, Head of Finance and Head of People & Performance. The total remuneration and benefits received by SLT was £231,708 (2021: £230,135).

	2022	2021
	£	£
Staff costs were as follows:		
Wages and salaries	1,352,860	914,386
Social security costs	116,317	75,869
Pension costs	38,369	26,928
Total staff costs	**1,507,546**	**1,017,183**

The average number of actual employees and full-time equivalent employees, analysed by function, during the year was as follows:

	2022		2021	
	Average no.	FTE no.	Average no.	FTE no.
Fundraising	5.8	3.2	3.8	2.0
Charitable activities	40.0	32.9	33.3	22.3
Governance	-	0.1	-	0.1
Other	14.5	9.9	12.3	7.3
Average number of employees employed during the year:	**60.3**	**46.1**	**49.4**	**31.7**

The number of employees whose remuneration, excluding employer pension costs, fell within each band of £10,000 from £60,000 upwards is as follows:

	2022	2021
	No.	No.
£60,001 to £70,000	2	1

The salary received by the highest paid member of staff (the Chief Executive) was:

	2022	2021
	£	£
Salary	61,833	56,419

Contributions to the defined contribution pension scheme on behalf of the Chief Executive were £1,840 (2021 : £1,753).

Changes to staff salaries and benefits are proposed by the Chief Executive and are approved by the board of Trustees.

9. Defined-contribution pension scheme

	2022	2021
	£	£
Costs of the scheme to the charity for the year	34,939	24,386
Amount of any contributions outstanding at the year end	3,430	2,542
	38,369	**26,928**

The charitable organisation operates a defined-contribution pension scheme for permanent staff with an employer contribution of 5% (2021: 5%) in the year.

10. Tangible fixed assets

	Portakabin/ upgrades	Office furniture and equipment	Total
	£	£	£
Cost			
At 1 April 2021	175,384	2,818	178,202
At 31 March 2022	175,384	2,818	178,202
Depreciation			
At 1 April 2021	122,769	2,818	125,587
Charge for year	17,538	-	17,538
At 31 March 2022	140,307	2,818	143,125
Net book value			
At 31 March 2021	**52,615**	**-**	**52,615**
At 31 March 2022	**35,077**	**-**	**35,077**

11. Fixed asset investments

	2022	2021
	£	£
Cost		
At 1 April 2021	55,654	56,407
(Loss) on revaluation	(1,657)	(753)
At 31 March 2022	**53,997**	**55,654**
Investment income	£	£
Bank deposit income	3,664	1,067
Dividend income	1,421	1,328
	5,085	**2,395**

12. Debtors

	2022	2021
Due within one year:	£	£
Trade debtors	77,425	43,559
Other debtors	750	11,253
Prepayments	12,945	8,235
Accrued income	5,003	2,116
	96,123	**65,163**

13. Creditors

	2022	2021
Amounts falling due within one year:	£	£
Trade creditors	35,986	53,197
Other creditors	8,137	5,931
Accruals	34,244	89,721
Deferred income (see note 14)	144,657	84,073
Social security and other taxes	30,274	59,800
	253,298	**292,722**

14. Deferred income

	2022	2021
	£	£
Balance at 1 April 2021	84,073	191,601
Income deferred	1,074,989	717,860
Income released to SOFA	(1,014,405)	(825,388)
Balance at 31 March 2022	**144,657**	**84,073**

Income is deferred when it is received in advance of delivering specified goods or services or in relation to a future accounting period.

15. Funds

	At 1 April 2021	Income	Transfers	Other gains and (losses)	Expenditure	At 31 March 2022
		£	£	£	£	£
Unrestricted funds						
General funds	369,900	1,636,721	-	(1,657)	(1,643,304)	361,660
Designated funds						
Portakabin depreciation	52,615	-	-	-	(17,538)	35,077
Investment fund	390,000	-	-	-	-	390,000
Total designated funds	442,615	-	-	-	(17,538)	425,077
Total unrestricted funds	**812,515**	**1,636,721**	**-**	**(1,657)**	**(1,660,842)**	**786,737**
Restricted funds						
Youth work – communities	50,385	56,117	(10,000)	-	(45,131)	51,371
Youth work – schools	19,732	107,763	10,000	-	(60,485)	77,010
Development	25,000	22,000	-	-	(25,000)	22,000
Support costs	10,590	16,000	-	-	(26,194)	396
Total restricted funds	**105,707**	**201,880**	**-**	**-**	**(156,810)**	**150,777**
Total funds	**918,222**	**1,838,601**	**-**	**(1,657)**	**(1,817,652)**	**937,514**

16. Analysis of net assets by funds

	Unrestricted funds	Designated funds	Restricted funds	Total
	£	£	£	£
Fixed assets	53,997	35,077	-	89,074
Current assets	560,961	390,000	150,777	1,101,738
Current liabilities	(253,298)	-	-	(253,298)
Long-term liabilities	-	-	-	-
	361,660	**425,077**	**150,777**	**937,514**

17. Comparatives for the statement of financial activities

The Eikon Charity statement of financial activities for the year ended 31 March 2021 (incorporating income and expenditure account)

	General funds	Designated funds	Total unrestricted funds	Restricted funds	Total funds 2021	Total funds 2020
		£	£	£	£	£
Income and endowments						
Donations and legacies	443,003	390,000	833,003	317,382	**1,150,385**	545,865
Charitable activities	1,343,012	-	1,343,012	-	**1,343,012**	1,265,910
Investment income	2,395	-	2,395	-	**2,395**	2,678
Total income	**1,788,410**	**390,000**	**2,178,410**	**317,382**	**2,495,792**	**1,814,453**
Expenditure						
Raising funds	121,928	-	121,928	-	**121,928**	123,903
Charitable activities	1,526,311	17,539	1,543,850	336,113	**1,879,963**	1,771,438
Total expenditure	**1,648,239**	**17,539**	**1,665,778**	**336,113**	**2,001,891**	**1,895,341**
Net income/(expenditure) before investments gain/(loss)	**140,171**	**372,461**	**512,632**	**(18,731)**	**493,901**	**(80,888)**
Net (loss)/gain on investments	(753)	-	(753)	-	**(753)**	787
Net income/(expenditure) after investments gain/ (loss)	**139,418**	**372,461**	**511,879**	**(18,731)**	**493,148**	**(80,101)**
Transfers between funds	-	-	-	-	**-**	-
Net movement in funds	**139,418**	**372,461**	**511,879**	**(18,731)**	**493,148**	**(80,101)**
Reconciliation of funds						
Total funds brought forward 1 April 2020	**230,482**	**70,154**	**300,636**	**124,438**	**425,074**	**505,175**
Total funds carried forward 31 March 2021	**369,900**	**442,615**	**812,515**	**105,707**	**918,222**	**425,074**

SPECIAL THANKS

We would like to thank the following organisations which supported Eikon so generously during 2021/22:

- **Borrows Charitable Trust**
- **Bupa UK Foundation**
- **Byfleet United Charity**
- **Cargill**
- **Community Foundation for Surrey**
- **ExPat Foundation**
- **Garfield Weston Foundation**
- **Give it Away Ltd**
- **Guildford Poyle Charities**
- **Heathervale Baptist Church**
- **Heathrow Community Trust**
- **High Sheriff Youth Awards**
- **ISPCC**
- **Novacyt**
- **Office of the Police and Crime Commissioner**
- **Peter Harrison Foundation**
- **Pfizer**
- **Reed Specialist Recruitment**
- **Richard Davies Charitable Trust**
- **Spelthorne Borough Council**
- **St Paul's Church Addlestone**
- **Surrey County Council**
- **Surrey County Council Members' Allocation Fund**
- **The Big Give**
- **The Coleman Charitable Trust**
- **The Edward Gostling Foundation**
- **The Gerald Bentall Charitable Trust**
- **The Lake House Charitable Foundation**
- **The Loseley and Guildway Charitable Trust**
- **The Sterry Family Foundation**
- **Unum**
- **Walton Charity**

We would also like to thank all our friends and supporters for their generosity to Eikon this year, helping us to be there for young people in Surrey. We are extremely grateful to our new supporters, our longer-term supporters who have shown commitment to the charity over many years, and our highly valued life-long supporters.

The Eikon Charity is helping young people in Surrey to feel safe, heard and supported, now and in the future.

We listen, we talk, and we equip young people with the skills they need to thrive.


YOU'RE NOT
"alone"



The Eikon Charity
Selsdon Road
New Haw
Addlestone
Surrey KT15 3HP

01932 347434 info@eikon.org.uk eikon.org.uk

facebook.com/eikoncharity twitter.com/eikoncharity

instagram.com/theeikoncharity linkedin.com/company/eikon

Charity number: 1109190 Company number: 5402398

THE EIKON CHARITY

England & Wales - Charity number 1109190

Accounts



Eikon

The Eikon Charity

Annual Report and Financial Statements 2020/21



Inspiring young people, transforming lives

Contents

Chair and CEO's overview of the year	2
Our year at a glance	4
About The Eikon Charity	6
Activities and performance	8
Development department	22
Volunteering	28
Support services	30
Plans for the future	32
Governance, structure and management	36
Key risks and uncertainties disclosures	42
Trustees' report and accounts for the year ended 31 March 2021	44
Independent auditor's report to the members of The Eikon Charity	47
Statement of financial activities for the year ended 31 March 2021	52
Balance sheet as at 31 March 2021	53
Statement of cash flows for the year ended 31 March 2021	54
Notes to the financial statements for the year ended 31 March 2021	55
Special thanks	64



Chair and CEO's overview of the year



We will remember 2020/21 as a year when The Eikon Charity had to respond to significant challenges on many fronts. Children and young people were among those worst affected by the COVID-19 pandemic. Many suddenly found themselves locked down in confined and often difficult situations, with little or no outside support. Isolation can have a significant negative impact on a young person's wellbeing and mental health, and we saw a dramatic spike in the number of children and young people needing our support.

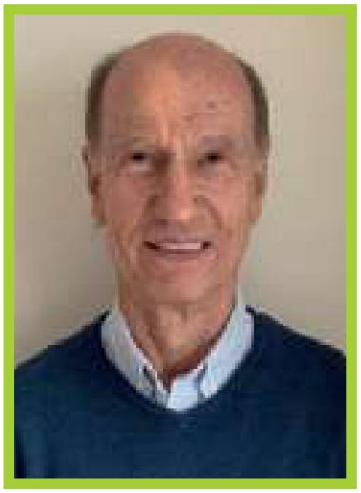
Faced with this tidal wave of need, we were overwhelmed by the sheer level of dedication, creativity, and innovation our employees and volunteers displayed to connect with at-risk young people, including providing meals, dropping off Easter eggs, walking dogs when restrictions allowed, and creating a unique virtual youth club environment. Our employees and volunteers made many personal sacrifices and devoted themselves wholeheartedly to the cause of supporting young people throughout an exceptional and unprecedented year.

Despite the additional challenges brought by the pandemic, we worked extremely hard to drive forward the formation of a new alliance of providers to change the face of emotional wellbeing and mental health services for children and young people in Surrey. A new service, which came into effect on 1 April 2021, is specifically designed to prevent the development of wellbeing issues and spot them early on when they do emerge.

One of the key things we have taken away from the past year is the knowledge that when we pull together, with a shared vision, we can achieve remarkable things. We were heartened to hear both employees and volunteers say that, despite working remotely for the first time, the Eikon team has never felt more like a family. We are determined to carry this positivity and connectivity forward.

As we look forward with a renewed vision and mission and clear strategic priorities, the demand from children and young people for our services has never been greater. While maintaining our commitment to providing a relational approach, we must continue to be innovative, adaptable and flexible in how we work. Recognising that we will need to live with increased ambiguity and uncertainty, at least for the immediate future, we will navigate the challenges ahead of us in the most positive, constructive, and supportive way we can.

We have never known a more challenging year in Eikon's 26 years of supporting young people. Frankly, we would not have made it through without the invaluable support, generosity, and kindness of our supporters and volunteers. At a time when our work has never been more important and in demand, they have enabled us to be there for many, many young people living in incredibly difficult circumstances. We extend our sincere gratitude and thanks to everyone who supported Eikon in 2020/21.



Nigel Goddard
Chair of Trustees



Chris Hickford
Chief Executive

Our year at a glance

During an incredibly challenging year, right across the charity we worked hard to adapt our services and develop innovative ways to continue supporting children and young people.

We:



Led the formation of a new alliance of providers to deliver a new **Emotional Wellbeing and Mental Health** service for children and young people in Surrey



Despite school closures, our youth specialists continued to provide high-quality preventative and personalised support, both face-to-face and remotely, including targeted welfare calls

They supported almost **900 children**



Made SMART Schools, Head Smart and Smart Moves resources available for free online, giving **thousands** of students, teachers and parents access to the valuable programmes while learning at home



Launched an innovative **virtual youth club** (EikOnline) providing a safe online space for young people during the pandemic





Created a **social media community** to provide **wellbeing support** to young people online and reach some of those without access to our services



Moved our successful Surrey Heath **LGBT+** youth club, IAmMe, online and took the opportunity to make it available to young people country-wide

Provided one-to-one **mentoring services** at three schools, continuing to support young people whether that was online, by phone, or face-to-face

20

Recruited **20 new employees** to drive forward Eikon's work for children and young people

Our income grew by

38%

thanks to a strong fundraising performance

BANK
1234 4568

Together with income from contracts, this meant we could spend

£2,001,891

across our services to give vulnerable young people the resilience needed to overcome the challenges they face



About The Eikon Charity

The need has never been greater

For most young people, the pressure of exams, school, relationships, and just working out 'who am I?' is challenging enough. But, without a strong support structure, these 'normal' pressures can lead to feelings of isolation and despair. When you put this against a backdrop of further uncertainty fuelled by global challenges such as the climate emergency and COVID-19 pandemic, and structural injustices such as those highlighted by the #MeToo and Black Lives Matter movements, it's not hard to understand why so many children and young people are finding it difficult to cope.

2020/21 was an unprecedented year, with children right across the UK facing levels of disruption that could never have been predicted. Notwithstanding the challenges that children and young people may have already been facing, the COVID-19 pandemic added the sudden closure of schools, family bereavements and social isolation into the mix. Here in Surrey, thousands of young people found themselves in an increasingly vulnerable position, with many of them needing our services and resources more than ever before.

Perhaps expectedly, mental health was a key issue for children and young people during the year, but particularly so for those already at risk.

In fact, the Children's Commissioner's report, Childhood in the Time of COVID, suggested that 'emotional difficulties were consistently elevated among children from low-income backgrounds during lockdown compared to those from higher income households'. It highlights that, six months into the pandemic, children in low-income households were 70% more likely to be in a household where the parent–child relationship had diminished. The report also states that 80% of young people with a history of mental health problems felt the pandemic had made their mental health worse.

In 2019 it was estimated that 2.3 million children in England were living with risk because of a vulnerable family background, and 829,000 of these were 'invisible' to services. The research was not repeated in 2020/21, but predictions that this number will only have increased during the pandemic are unlikely to be overstated. In Surrey alone, a projected 38,360 children live in a household where at least one of the 'toxic trio' of substance misuse, domestic abuse or mental ill-health is present. The Children's Commissioner believes that *'these numbers are likely to have swelled' during the pandemic, 'fuelled by families locked down in close quarters for weeks and months.'*

1. https://www.childrenscommissioner.gov.uk/report/childhood-vulnerability-in-england-2019/
2. https://socialcare.today/2020/09/30/feature-childhood-vulnerability-caused-by-coronavirus/
3. https://www.childrenscommissioner.gov.uk/vulnerable-children/local-vulnerability-profiles/
4. https://www.childrenscommissioner.gov.uk/wp-content/uploads/2020/09/cco-childhood-in-the-time-of-covid.pdf

"The closure of schools, reduced physical activity and wider family stress as well as the loneliness caused by the inability to see friends is expected to have had a severe impact on some children's mental health"

Anne Longfield, Children's Commissioner for England

Helping Surrey's young people to thrive

Our core mission is to empower and support young people in Surrey to have the wellbeing and resilience they need to thrive.

We do this by building meaningful relationships with young people and providing them with someone they can turn to when they need help to be well. We enable them to take responsibility for their own wellbeing, finding the inner resources they need to be resilient through the challenges they face.

By working with individuals, families, schools, and communities, we help them make the most of their strengths and the resources around them, developing nurturing networks that are dedicated to support and care. We work collaboratively with young people and their support networks on the design and delivery of our services to ensure they are as effective and impactful as they can be.

For example, the monthly EikOnline Influence Hub is a focus group for young people to discuss the current issues they are facing, the support they need and how Eikon can meet these needs. It is facilitated by a youth worker, but the conversation and activities are led by the young people who take part. This vital input helps shape what our services will look like in the future.

Through engagement with Eikon, young people are supported to improve their school results, set and achieve their own goals, and become more confident and able to tackle the challenges they face. It prevents unnecessary harm, and even saves lives.

Thanks to the amazing efforts of our employees, volunteers, trustees, and partners, in 2020/21 94% of the young people we supported reported a positive change in their life and progress towards achieving their goals.

We are rightly proud of the huge impact we know we have on young lives, but we want many more children, young people, and schools to have access to the support we provide. Our investment in growth during the year shows our commitment to making that happen, but to do so we continue to rely on the generosity of donors, fundraisers, and volunteers.

Cameron's story

Cameron worked with Eikon for three years after he came to our attention because of the difficulties he was facing with friendships, social skills, and crippling anxiety. Cameron has autism spectrum disorder and was living with a parent who struggled somewhat with home life. As a result, he was experiencing neglect.

In Year 8 at the time, Cameron's severe anxiety had prevented him from attending school trips or taking part in any social clubs. Thanks to dedicated support from the Eikon youth specialist team, he was able to attend his first ever off-site trip to an outdoor learning centre. He began to take part in different clubs and courses arranged by Eikon within his school and, as a result of his growing confidence, he ultimately became a regular volunteer at these clubs. Cameron left school with a good GCSE in English, something his school had not predicted, and is now doing well at college.



Activities and performance

Schools

Whole-school approach to wellbeing (SMART Schools)



We worked directly with **7** Surrey schools to provide the webinar ***Supporting your Child's Wellbeing***



158 **parents and teachers** took part and went away with a better understanding of the factors affecting wellbeing and practical ways to support children in their care



Wellbeing ambassadors (Head Smart)





The wellbeing ambassador programme was downloaded by **12** secondary schools and **18** primary schools in Surrey

The programme reached more than **800 students**, equipping these young people with knowledge about mental health and practical activities to promote positive wellbeing in their school



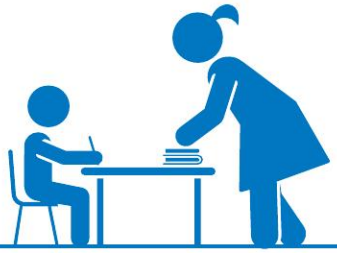
Resilience resources (Smart Moves®)



Eikon has produced the **Smart Moves® programme** which helps pupils successfully manage the transition from primary to secondary school



It was downloaded **497 times** by schools and organisations working with young people across the country (including Surrey), helping more than **40,000 pupils**



The Irish Society for the Prevention of Cruelty to Children adopted Smart Moves® as a resilience resource that it will roll out to schools across the **Republic of Ireland**



Smart Moves® has also been downloaded across the world including by schools in **Canada**, **Germany**, **Romania** and **Nigeria**

Smart Moves® has also been used by **NHS mental health support teams**, **educational psychologists**, and numerous **borough** and **county councils** and **SEND** and **behavioural support teams**





Schools' needs analysis

We are committed to working in partnership with our local communities. In June and July 2020, we undertook a schools' needs analysis in Surrey to understand how we could best support schools with emotional wellbeing and mental health.

Our intention was to build a clear picture of how Surrey's schools were supporting the wellbeing of their young people, families and staff to understand their needs, what support they were accessing, what worked well, and where the gaps were.

The analysis had been part of our plans for several months, but with the arrival of the first national lockdown it became critical for us to find out how we could effectively partner with schools to address the urgent need for wellbeing and mental health support. A questionnaire was completed by 171 schools across Surrey, and interviews were conducted with 25 key decision makers.

Key issues that schools identified were pupil anxiety, resilience, motivation after long gaps in education during lockdown, transition, anxiety about academic gaps, re-establishing relationships and friendships, trauma, and self-esteem.

63%

of staff members reported a need for external support to manage safeguarding concerns, the increase in pupil mental health issues, and their own wellbeing

54%

said they wanted to see more support with universal wellbeing and mental health teaching for all pupils

80%

said they needed external support to enable families to better support their children's wellbeing and mental health

80%

agreed or strongly agreed that 'in order to deal with the immediate effects of COVID-19 on our pupils' wellbeing and mental health, we would benefit from support from external organisations'

When asked 'What are the main issues that your school will need support with when pupils return in September?' 90% of respondents said 'anxiety' and 70% said 'resilience'.

From the responses, it became clear that schools needed the most support with delivering wellbeing and mental health awareness teaching, as well as with small-group and one-to-one support. Schools also told us that COVID-19 had highlighted the need to refocus on and build mental health and wellbeing into the core curriculum – an opportunity for schools to take a fresh look at the way they manage wellbeing, including creating a culture where it is seen as a part of everyone's role.

The findings were instrumental in informing our work within schools during the year. This included developing a series of webinars for parents to support them with managing their child's anxiety, teach them about the teenage brain, and help their child manage the transition to secondary school.

The insight gained has been incorporated into our new strategy and will help us in further developing the services and resources we can offer through our programmes.

Whole-school approach to wellbeing (SMART Schools)

Our innovative educational initiative, SMART Schools, supports Surrey state schools in transforming their approach to wellbeing. We work with school leadership teams to encourage them to reflect on and change the way they think about wellbeing across their entire school population.

During 2020/21 the pandemic meant that access to schools was not possible for part of the year, and the priority for many schools was to provide an online learning provision and offer emotional support to both parents and students during a time of unprecedented disruption and uncertainty.

We worked flexibly to provide schools with personalised levels of support and resources, depending on their own assessment of their school community's needs.

We also created a wide range of SMART Schools resources, including our live Supporting Your Child's Wellbeing webinars, and made them available to all schools via our website, offering resources and support to help parents and teachers to manage both their children's and their own wellbeing.

Through these webinars we reached 158 parents and teachers across seven Surrey schools; the overwhelming majority of participants reported a much greater awareness of the factors affecting wellbeing and a better understanding of practical ways to support the children in their care.

"Fantastic presentation with the right amount of detail, theory and practical suggestions. Definitely do more of them please!"

Feedback from attendee of the parent webinars



Wellbeing ambassadors (Head Smart)

Our peer-led wellbeing ambassador programme, Head Smart, trains students to become advocates for wellbeing within their schools.

Eikon provides short training sessions based around the Five Ways to Wellbeing developed by the New Economics Foundation and educates and equips young people with awareness and knowledge about mental health, as well as practical activities to promote positive wellbeing among their peers.

In 2020/21 we created additional online resources and provided downloadable wellbeing ambassador training for schools to use with their students when it wasn't possible to deliver the training in person. Due to the restrictions in place, Head Smart was made available as a free download, with accompanying training video, allowing students to access the programme while learning at home.

By linking up with other local providers, we are able to leverage a whole range of skills and expertise to support our work. During the year, the University for the Creative Arts collaborated with wellbeing ambassadors (Years 7 and 8) from Farnham Heath End School to explore different ways to promote mindfulness through art. Their work was shared with the wider school and in a 'mindful eating' assembly focused on paying attention to what and when we eat to help us make better choices and avoid overeating.

The online Head Smart programme was downloaded by 30 schools during the year, and we estimate that more than 800 students will now benefit from access to peer supporters who are armed with an increased understanding of mental health and ready to make use of practical activities to promote positive wellbeing in their school.

"I liked the community feeling and how they explained the tasks really well... it tied it all into the element of wellbeing very well."

Student feedback





Resilience resources (Smart Moves®)

Eikon's Smart Moves® project is a programme of short sessions initially designed to support young people experiencing anxiety in their transition from primary to secondary school (Years 6 and 7). It is based on the Resilience Framework developed by Professor Angie Hart and Dr Derek Blincow, with help from Helen Thomas and a group of parents and practitioners. It offers small learnable skills ('smart moves') that help students increase their personal resilience and prepare themselves for the change ahead. Independent research carried out by Royal Holloway, University of London in 2018 showed Smart Moves® delivered significant improvement to young people's resilience.

In spring 2020, in response to the COVID-19 pandemic, we made Smart Moves® available as a free download to increase accessibility for pupils during school closures. This increased our reach significantly, as other organisations working alongside schools to support children during the pandemic also made use of this valuable resource.

We also developed a brand new parent webinar to complement the Smart Moves® booklets, aimed at supporting parents to really understand how to embed some of the Smart Moves® resilience activities at home. The Irish Society for the Prevention of Cruelty to Children also adopted Smart Moves® as a resilience resource that it will roll out to schools across the Republic of Ireland.

In what was already such a challenging year for young people, we are incredibly proud to have been able to make the transition to secondary school easier for more than 40,000 students, in Surrey and beyond. Our Smart Moves® resources are used by over 80% of Surrey schools and across 30 different counties in the UK. While the programme is targeted at children in this specific stage of their life, the vital skills they develop will continue to help them manage their resilience as they move through secondary school and into adulthood.

We continually work with schools and communities to improve our services and, in response to school feedback, in March 2021 we began revising the booklets to better reflect young people's needs post-lockdown, including adding more information on online resources.

Youth specialist programme

Eikon's youth specialists are fully qualified youth work or education professionals working in secondary schools on a full or part-time basis. An integral part of our work in Surrey's schools, they become embedded within the school community and as such are an invaluable resource for identifying at-risk young people. During the year they provided support in five schools across the county: Broadwater, Farnham Heath End, Kings College, Three Rivers Academy and Fullbrook.

Youth specialists help students to set goals and identify the steps they'll need to take to achieve them, while also supporting them to manage their behaviour and mental health. Despite the school closures brought about by the pandemic in 2020/21, our programme continued to provide students with high-quality preventative and personalised support, both face-to-face and online. This included one-to-one mentoring, targeted group programmes, support and advice for students and staff, and lunch clubs.

Our garden projects also provide a peaceful and restorative space that young people can seek out when they are feeling stress and pressure. Many young people have reported that taking part in our gardening activities helps to improve their mood, reduces symptoms of depression and anxiety, and increases their confidence and motivation. It is a place where young people's efforts result in a real sense of achievement, boost confidence and self-esteem, and can lead to employment opportunities.

Residential opportunities and educational trips and outings will return once COVID-19 restrictions allow.

Our youth specialists also made targeted welfare calls to students, with the number of students receiving these increasing each month. By early March 2021, when pupils returned to school, the number of referrals for support had doubled since the previous year.

We are immensely proud that, during the year, Eikon's youth specialists helped around 900 children achieve their goals, building confidence and personal resilience, encouraging them to develop healthy ways to cope with life's stresses and, crucially, to believe in themselves. Having a trusted person to turn to and knowing they need to take responsibility for their own wellbeing means these young people are better equipped to live well in the face of any challenges they may encounter.



Mentoring

Our one-to-one mentoring services at Collingwood College, Kings College and Farnham Heath End School continued to support young people during 2020/21 – online, by phone, and face-to-face in school. The programme aims to equip young people with the tools they need to improve their resilience and prevent emotional and mental health problems from escalating.

Throughout the pandemic, young people have continued to struggle with issues such as anxiety, bereavement, family breakdown, poor mental health, and behavioural problems. Through encouragement and challenge, our mentors supported young people to achieve their goals by helping them to develop positive relationships at home, reduce anxiety, and improve and sustain academic performance by assisting with any school-based issues.

In March 2021 we began recruiting to increase our team of mentors to 40 in the next 12 months. The new mentors will all bring valuable personal experience including teaching, training, coaching and counselling, which will directly help in their roles supporting young people.

"I feel privileged being able to mentor young people when they don't feel comfortable opening up and talking. Sometimes, you are the only person who is actually there to listen to them, and the only person who they feel they can trust and be completely honest with. To be allowed into their personal life is a real honour and to watch them grow in themselves is an amazing thing to see."

Volunteer mentor

"I've learnt to think more through my problems and come up with a solution rather than panic over them. I've felt a lot more comfortable about myself and more confident."

Early intervention coordinators

Early intervention coordinators began working in three secondary schools and three special schools across the Weydon Multi-Academy Trust in 2020/21, delivering one-to-one mentoring support, targeted programmes, and lunch clubs for students.

Our first cohort of early intervention coordinators for 2021 began their one-year fixed-term contract on 1 February, funded by Surrey health and local authority commissioners. Feedback from school staff has been extremely positive, and young people have engaged well with the support offered.

Children's wellbeing practitioners

In 2020 two trainee children's wellbeing practitioners (CWPs) embarked on a postgraduate certificate in Low-Intensity Psychological Interventions for Children and Young People at the University of Sussex.

They were recruited as part of the Children and Young People's 'Improving Access to Psychological Therapies' programme, which has a heavy emphasis on early intervention. While the trainee practitioners completed their course, they offered support to young people in primary and secondary schools as part of their university placements, working alongside youth specialists to extend their knowledge and share their learning with young people.

The trainees provided low-intensity interventions for children and young people experiencing symptoms of low to moderate anxiety and low mood, and workshops for small groups on a variety of topics, including healthy eating, sleep, hygiene difficulties, managing anxiety, low mood, and exam stress.

We were delighted that both trainees from 2020/21 accepted permanent positions with Eikon following completion of their training.

"Being selected for the CWP training through Eikon was incredible – there were so many applicants and it felt like such an achievement. The CWP programme came at a perfect time for me, helping me to realise my career goals after finishing university, with the added bonus of being able to do it as part of a charity setting.

Of course, working in schools during my training proved to be a little challenging because of COVID-19. However, once restrictions lifted it became easier to make connections with staff and students and I soon settled in well at my placement school.

The team at Eikon are extremely passionate, as well as being really friendly and approachable. My favourite part of the CWP role is empowering the young person or parent to have that 'light bulb moment', where they are able to take control of their wellbeing and can see a clear way forward to reaching their goals."

Anna Watson,
Children's Wellbeing Practitioner





Communities

Online youth club **EikOnline launched**, giving young people a safe online space during the pandemic

Support for the **LGBT+** community was protected during the pandemic and our reach increased by moving our successful youth group **IAmMe** online

EikOnline

Our innovative online youth club, EikOnline, was launched in October 2020, thanks to funding from the National Lottery Community Fund, and provided a safe online space for young people during the pandemic. During the year we ran four online sessions per week, from Monday to Wednesday, for six months.

All the sessions were designed to help young people connect to each other during lockdown, combatting feelings of isolation, and covered a range of topics, including gender stereotypes, self-care, periods, peer pressure, gossip, social isolation, relationships, trust, and communication. One young person with anxiety was able to run her own group session, during which she educated other attendees about her heritage and culture. Activities included a spring photography challenge, live cook-alongs, and a virtual Easter egg hunt.

We also launched the EikOnline Influence Hub, where we sought the voices of young people on numerous aspects of our service offering. Hearing what young people have to say and involving them in the development of our services is a key part of how we operate.

In addition, we created a social media community aimed at creating a safe space for young people using new channels and allowing us to reach some of those without access to our services. We provided wellbeing support to young people through social media by posting videos, live sessions, and reels. Subjects included smoking, body image, wellbeing and mental health, LGBT+ rights, fake news, school, and nature and how we can experience it virtually. Young people also participated in the creation of posts and developed leadership skills through a youth-led project on our relationship with nature.

LGBT+

Young LGBT+ people are among the most marginalised and are three times more likely to self-harm and twice as likely to contemplate suicide as their non-LGBT+ peers, according to a survey carried out by Just Like Us between December 2020 and January 2021.

Eikon continued to offer dedicated support to the young LGBT+ community in Surrey, albeit with many of our services moving online as a result of the pandemic.

As we moved our successful Surrey Heath LGBT+ youth club, IAmMe, online, we took the opportunity to make it available to young people across the whole county. Moving online allowed us to reach a wider group of LGBT+ young people and, in response, the number of young people attending grew, with 19 sign-ups and 15 regular attendees. We recruited one new volunteer to reflect this growth and ensure we could offer the right level of support.

At a time when they were isolated from friends and most other sources of support, IAmMe online proved to be a lifeline for these young people. Several highlighted it as the most beneficial Eikon activity for them, commenting on how it enabled them to interact with likeminded people and talk openly and inclusively, reducing isolation and anxieties and ultimately boosting their confidence and self-esteem.

An LGBT+ WhatsApp group was also set up, monitored by Eikon employees, to allow young people to chat outside the youth club sessions and reach out for help if needed. The group had 20 members, with some preferring to use this platform to share their concerns rather than join face-to-face or online sessions.



5. https://www.justlikeus.org/single-post/lgbt-pupils-twice-as-likely-to-contemplate-suicide

Targeted support

During the periods of national lockdown, we were able to set up targeted telephone calls for our most vulnerable young people on a one-to-one basis. We targeted the children and young people who we predicted would suffer the most through the pandemic, and we were able to check in on them and offer one-to-one support.

At such an uncertain time, simply providing young people with someone to talk to proved a vital tool in protecting their wellbeing and mental health.

"I feel happier and better in myself having been to a group session. It's a refreshing change to be in an accepting environment."

IAmMe group member





Emotional Wellbeing and Mental Health Services Contract

Mindsight partnership



From 2016 Eikon played a crucial role in the delivery of the Mindsight Surrey Child and Adolescent Mental Health Services (CAMHS). We were the charity sector lead on the Mindsight partnership, which aimed to increase the offer of early interventions to children and young people, ensuring they find the right help at the right time.

During 2020/21, the final year of this contract, we continued to support young people who were demonstrating milder symptoms of mental ill-health, such as severe anxiety, loneliness, and disruptive behaviour at school (levels one and two). Those young people with higher-level needs (levels three and four) were supported through referral to more clinical interventions within Surrey and Borders Partnership NHS Trust.

Over the course of the Mindsight partnership, we saw referrals increase from 600 in 2016/17 to over 3,000 during 2020/21. While we worked directly with some of these young people, our network of specialist partners allowed us to help thousands more over the course of the contract.

We are incredibly proud of the difference we were able to make to young people's lives through the Mindsight partnership across the five years. However, we know there is more we can do, working proactively and collaboratively with other providers, and we are delighted to be a central part of the county's new emotional wellbeing and mental health alliance.

Mobilisation of Surrey's new Emotional Wellbeing and Mental Health service

We are acutely aware that even after 26 years, we still operate alongside a public sector system that does not work well for young people. But we see possibilities to transform both our organisation and the system we work within – a system that must change collaboratively if it is going to be the change that is needed.

The COVID-19 pandemic brought with it many challenges that simply could not have been predicted but, despite this, teams across the charity dedicated themselves during the year to driving forward the formation of a new alliance of providers to bid for, and win, the contract to deliver a new Emotional Wellbeing and Mental Health (EWMH) service for children and young people in Surrey.

Eikon is a founding member of the Surrey Wellbeing Partnership (SWP), through which we bid for the contract alongside our partner organisations, including Barnardo's, the East to West Trust, Emerge, Learning Space, Leatherhead Youth Project, the Matrix Trust, the National Autistic Society, Peer Productions, Relate West Surrey, Step by Step Partnership Ltd, Surrey Care Trust and YMCA East Surrey.

We are incredibly proud to be part of this ground-breaking alliance and service that has the potential to completely transform wellbeing services for children. It is an absolutely critical part of our new strategy and provides us with the ideal vehicle to work more collaboratively with other local providers to realise our vision for young people in Surrey and achieve our mission.

Coming into force in phases from 1 April 2021 and replacing the previous CAMHS, the new service is based on a belief that children and young people should have a voice in decisions about their care. It will offer flexible, needs-led options and more opportunity for young people to access advice and help in the local community. By focusing on creative and innovative ways of working, it will promote and support prevention and early intervention and over time will reduce the number of children and young people experiencing poor emotional wellbeing and mental health.

As part of the new service, we also deployed training during the year for the newly designed High Hopes Programme – an outdoor activity course for young people and their families to help improve communication, emotional wellbeing, resilience, and self-esteem.

"We share the commissioners' passionate belief that easily accessed, high-quality support for children, young people and their families results in a better quality of life for all concerned. We are therefore utterly determined to achieve this in Surrey by building on the strong foundations, relationships and good work that already exist and by making sure that children and young people are supported quickly, in schools and their communities, as their need emerges."

Chris Hickford,
Eikon Chief Executive Officer
and Director of the SWP



Development department

Fundraising

As a charity we want all young people in Surrey to thrive, and to have the wellbeing and resilience they need to do so. With the number of children needing help on the rise, we recommitted ourselves to increasing our capacity, so that every young person in Surrey has someone to be there for them.

Therefore, over the year we continued to invest in fundraising, creating two new part-time roles to grow support from major donors and from individual giving and fundraising activities.

Our goal is to grow our voluntary income sustainably to enable an equally sustainable growth in the number of children and young people we support. All evidence points to a further increase in demand for our services.

In the short to mid-term, it's vital that we continue to invest in fundraising to pay for existing and new support and services. In the long term, through our emphasis on collaboration, prevention and early intervention, we would expect to see a reduction in the number of children and young people who find themselves needing crisis support.

Marketing

It's vital that our fundraisers have adequate time to invest in attracting resources. To support them in telling Eikon's story and articulating our valuable work in a clear, compelling way, we will create a dedicated marketing post in 2021/22.

More specifically, the new role will enable us to support frontline employees to be creative and innovative in developing new resources, increase awareness of our work and the needs of children and young people, and communicate effectively with all our stakeholders.

Thank you!

Our heartfelt thanks go to all the organisations and individual donors who continued to support us during the pandemic, allowing us to continue investing. An annual donation from Peter Wilson was particularly instrumental in enabling us to invest in the Development department and enable the charity's continued growth.



Ethical fundraising

We receive generous support from individuals and organisations who share our vision of empowering and supporting young people in Surrey to have the wellbeing and resilience that they need to thrive. We strive to meet or exceed the expectations of all our donors, funders and fundraisers, ensuring that everything we do is open, honest, respectful, fair and legal.

We are registered with the Fundraising Regulator, follow the Code of Fundraising Practice, and are committed to the Fundraising Promise. In 2020/21 we were fully compliant with the regulator's codes. We received no complaints during the year.

We do not use third-party professional fundraisers, and never engage in practices such as telephone, door-to-door, or other face-to-face fundraising methods.

We did not work with any commercial participators during the year.

All our fundraising policies are reviewed every two years by the board of trustees.

Vulnerable people

In recruiting employees, fundraisers, and other volunteers, we look for people who will be able to identify vulnerability in someone they are in contact with. This is crucial to us as a charity that works with children and young people, many of whom are vulnerable.

All employees and volunteers undergo compulsory safeguarding training, which helps them to consider what vulnerability means, to recognise it, and to take action to protect vulnerable young people.

This also helps them recognise vulnerability in someone in a fundraising context, whose financial, mental, or age-related capacity to donate or fundraise may mean we need to treat them as a vulnerable adult.

Our fundraising/giving software system allows us to flag individuals as vulnerable and ensure they are not contacted with any requests for financial support.



Fundraising highlights 2020/21

We are immensely grateful to all the donors, fundraisers, funders, volunteers, and employees who supported Eikon during the year, allowing us not only to survive the COVID-19 pandemic but to thrive, despite the many challenges it brought us. Their vital support ensured we could continue to have a positive effect on young lives throughout Surrey.

The financial impact of the pandemic will be felt for many years to come and may have an even greater impact on our fundraising in 2021/22. It is only with the continued support of those who so generously give their time and money that we will be able to carry on making a difference.

£60
One hour of counselling with a practitioner

£231
One day of a youth specialist's time, to provide much-needed support for three young people individually, as well as two group sessions

£75
One lunch club in a school



Evie Pyman's big bike ride

Evie's big bike ride for iCan 100

Over summer 2020, supporters took part in Eikon's iCan100 virtual challenge, where they were invited to run, walk, swim, hike, or cycle 100 miles, either on their own or as part of a team, to raise £100 for Eikon.

Our youngest iCan100 competitor and top fundraiser was Evie Pyman, aged six, who set herself a challenge to cycle 100 miles in eight weeks and raise £100. She started with a six-mile ride on 19 June, and by day two had already exceeded her fundraising target. Evie's parents, grandparents and school friends took it in turns to accompany her on rides. She completed her challenge on 13 August with a balloon tied to her helmet and raised £1,190.

Roller-skiing in Cobham

Because of pandemic restrictions, Eikon supporter Hakan Erixon was unable to travel to Sweden to take part in the 90-km cross-country ski race Vasaloppet, as he usually would. Instead, in March he donated what would have been his travel costs and race entry fee to kick off his fundraising efforts and took to the streets of Cobham on his roller-skis, covering 36 laps of a 2.5-km circuit of his local area. Hakan exceeded his fundraising target, raising £2,790 for Eikon.

Nick de Boer's quarantine marathon

Nick, who is from Surrey but is currently studying at Cornell University in the United States, decided to use his two-week hotel quarantine to raise money for Eikon. After measuring his hotel room with a ruler, he set off, documenting his laps via a livestream, with friends and family offering virtual support from all over the world. 5,340 laps, 26.2 miles and nine hours later, Nick had raised £1,094 for Eikon.

2.6 Challenge

The 2.6 Challenge was set up in April 2020 in response to the cancellation of many fundraising events due to the COVID-19 pandemic. People were invited to choose any challenge related to 2.6 or 26 (the number of miles in a marathon), to raise money that had been lost as a result of the London Marathon not going ahead. Young people and adults alike took part in the event for Eikon, raising £5,000 towards our 2020 London Marathon income.

The Borrows Charitable Trust

The Borrows Charitable Trust has generously supported us since 2016, with specific support for safeguarding. This was an area of increasing focus in 2020/21, with the dramatic surge in young people needing our help. The grant from the Trust enabled important safeguarding initiatives such as SafeWatch and SafeLink to be put in place in 2020/21, building on previous foundations and provision.

SafeWatch is a new and higher level of monitoring young people's safety and managing our response to those young people. SafeLink is our new model to ensure that safeguarding principles and practice fully support our employees and volunteers working on the frontline with young people and is now fully embedded in our service delivery teams.

In autumn 2020, Eikon submitted a self-assessment of our safeguarding practice to the statutory safeguarding authorities for valuation. We were delighted to receive a sound endorsement from Surrey Police and Surrey's Children's Services.

The Big Give

In 2020 we took part in The Big Give Christmas challenge for the first time. We successfully raised £20,000 in online donations, which was matched by one of our major donors and our Big Give Champion, Four Acre Trust, which supports children's and youth projects run by smaller charities. The money enabled our youth specialists to offer 1:1 and group support for young people in schools.

Community Foundation for Surrey

The Community Foundation for Surrey supported our delivery of services for young people. In total, we received £75,000 from the Foundation in this period.

- £50,000 was used to enable Eikon and seven partners to see more children under the Mindsight Surrey CAHMS service
- £5,000 was targeted at general COVID support and was used to support salaries
- £10,000 was used to support the Youth Specialist Programme, funding salary shortfall in this area
- £10,000 was used to fund weekly LGBT+ work in Surrey

Legacies

During the year we received a significant legacy of £126,000, kindly left by Peter Alexander. The intention during 2021/22 is for the trustees to consider how to use this legacy to help ensure the long-term future viability of the charity.

"Eikon has played a major role in our school improvement journey by complementing the hard work of teachers, ensuring that children know their worth, and by providing essential early intervention work in social skills and emotional regulation that would otherwise have hindered their progress."

Anna Wallis, Vice Principal, Kings College, Guildford



National Lottery Community Fund

The onset of the pandemic heightened the need to expand our digital delivery. We secured funding for our online youth club, EikOnline, which launched in October 2020 and enables us to reach out to more children and young people safely.

The £100,000 Coronavirus Community Support Fund grant, distributed by the National Lottery Community Fund, has enabled a lasting legacy of improved digital capabilities that will benefit children and young people beyond the life of the project.

Corporate

Delivered Social kindly supported our social media strategy and delivery pro bono. Their support helped us to communicate our valuable work with children and young people to a much wider audience.

Bupa Staines nominated Eikon as their local charity and also recommended us for funding from the Bupa Foundation. We were successful in securing a £5,000 unrestricted COVID-19 response grant from the Foundation and a further £3,000 unrestricted funding later in the year.

We continue to work with Bupa Staines to develop more ways for their employees to engage in fundraising and volunteering for Eikon. They have also helped connect us to specific wellbeing and mental health partners to support our work.

Amber Employment Services nominated Eikon as its charity of the year in 2020. This involved raising funds, giving pro bono recruitment support, and volunteering.

We are very grateful to **Big Yellow Self Storage** in Camberley for their continued support in donating us free storage space.





Volunteering

Volunteers are vital to the successful delivery of our services. During the year, over 50 volunteers worked across our programmes and supported us with fundraising. Looking ahead, we plan to review our volunteering strategy to extend the services of volunteers even further and make an even bigger difference to the lives of children and young people.

Volunteer gardeners

Our 'Hopes and Dreams' Garden at Fullbrook School and the garden at Kings College, Guildford provided a welcome respite for young people during the pandemic. Our volunteer gardeners maintained the gardens throughout the year and created opportunities for students to extend their learning and get involved, through lunch and after school gardening groups.

Our volunteer gardeners also created a new 'wellbeing in nature' newsletter for schools, to support Mental Health Awareness Week in conjunction with visits to the garden.



Young leaders

Our young leaders are invaluable in supporting the youth specialists in the planning and delivery of lunch clubs at Fullbrook School. These include games and fun activities to improve student friendships, self-esteem and wellbeing. The young leaders help to engage new students by building peer relationships with them and encouraging them to try new things.

Volunteer mentors

We are currently training and recruiting new mentors, with the aim of having 40 mentors working across Surrey schools by the end of 2021/22. They all receive extensive training, are carefully matched, and meet with their assigned young person for an hour each week to motivate, guide and support them towards achieving positive goals and developing key life skills. Our volunteer mentors are all over the age of 18 and come from various backgrounds.

During the pandemic they continued to provide support online, through phone calls and by meeting young people face to face in outside spaces.

"The value of the Eikon mentors cannot be placed into words. Having someone who can invest time and afford a student who may be struggling for whatever reason an ear to listen, means that Eikon remains one of the most important provisions that we have at Collingwood. I am sure that it is equally rewarding and valuable to the mentor, to know that their support and advice may just be the crucial difference for a young person."

Jamie Cleary, Senior Assistant Principal, Collingwood College



"I have addressed many different issues from a wide range of pupils referred to this programme over the last five years and know how vital it is. Mentoring is much appreciated by the schools and pupils, and will be especially so in the near future following severe disruption to education after lockdowns. I enjoy mentoring as it is very rewarding to see gradual, developing improvements in pupils, as a result of nurturing them and helping them face their situations."

Volunteer mentor



Support services

Our support services are instrumental in the smooth running of the charity, ensuring we have the right people in the right place at the right time, with the equipment, systems and facilities in place to safely support young people. During 2020/21 our whole infrastructure had to be adapted due to COVID-19 and, in spite of the challenging environment, we continued to respond to the needs and concerns of young people across Surrey.

People

COVID-19

It is well documented that the pandemic meant a significant increase in workload for HR practitioners, and this was no different for Eikon. The Coronavirus Job Retention Scheme had to be understood quickly. We used it to furlough employees who could not move to online working and delivery. COVID-19 risk assessments had to be undertaken and situations adapted depending on circumstances; working from home and online had to become the new normal. Employee wellbeing was front of mind as everyone learnt to navigate life during a pandemic.

Restructure

Our new strategy, the mobilisation of a new Emotional Wellbeing and Mental Health service and the impact of the pandemic prompted us to look at our organisational structure. We wanted to ensure strong lines of accountability, while at the same time encouraging greater collaboration in the way we work. This resulted in a new organisational structure designed to better support us in achieving our ambitions and commitments. The HR team was instrumental in supporting the changes in the months leading up to 1 April 2021, when the new structure was put in place.

Recruitment

During the year, we grew significantly. In line with our plans to ensure that more children and young people have someone to turn to when they need help, we developed new services and created several new roles to bring more passionate and talented people into the charity in 2021/22.

As we look forward to 2021/22, we continue to be committed to making our employee and volunteer experience the best it can be, including completing a full review of our support and supervision framework and our reward and remuneration structure. We will also implement a new performance management structure, closely linked to our new strategy, as well as offering further bespoke training and development plans.

Safeguarding

With a complete review of our policies and procedures in 2020, we improved our protection of young people at risk of harm by fully embedding our reporting and safety assessment processes within our team. This will ensure that we work towards increasing young people's safety, through a solution-focused approach.

In autumn 2020 we submitted our first self-assessment to Surrey's Children's Services and Surrey Police for evaluation. The feedback to Eikon was a positive endorsement of our safeguarding standards.

In March 2021 we undertook our first internal safeguarding audit, SafeWeek, seeking feedback from our employees and volunteers about their knowledge and understanding, confidence and compliance around safeguarding processes and procedures. Outcomes from this audit indicated effective understanding and application of safeguarding policies and procedures across Eikon, with employees and volunteers expressing confidence in implementing these processes within their practice and feeling well supported by both line managers and the Designated Safeguarding Leads (DSL).

To resource our safeguarding commitment to young people, Eikon expanded the DSL into a full-time role.

We are committed to continually improving safeguarding, and further developments during the year included establishing a cross-organisation SafeLink team to promote and embed safeguarding as everyone's responsibility and working to establish processes to ensure 'the voice of the child' is represented throughout our work.

IT

With remote working quickly becoming normal practice during COVID-19, the demand for IT support inevitably increased. The new technical support model established in 2019/20 is now firmly embedded and working well. We also recruited an IT volunteer to further build our IT capabilities.

Data and reporting

Our data analyst, appointed in January 2020, worked hard to simplify our data capture and reporting requirements through 2020/21. In the year ahead we will be working to improve our efficiency, approach to data capture, and reporting capability to help us demonstrate our impact more clearly. During the year we also appointed an external data protection officer, who will work with us in the coming year to complete a data protection impact assessment. We will focus on impact and quality right across the charity and have appointed a manager to help make this happen.

Finance

During the year the use of our financial software was further developed to improve internal financial reporting, such as improved departmental management reporting. Going forward, we have identified other improvements we want to make to our internal reporting to ensure that finance supports the growing reporting requirements of the expanding charity.

Plans for the future

The impact of the COVID-19 pandemic on our operations and finances, along with the increase in demand for our preventative, early interventions, and our ongoing commitment to building a collaborative network of charity and statutory partners, led us to complete a thorough review of our strategy in 2020/21.

Despite our activity, progress and growth in this period, we continue to be ambitious as we look to the future, while also being aware that there is much more to do. We will continue to build on the successes we saw in the year, driving further improvements to create a greater positive impact on the lives of even more children and young people.

Our approach will be targeted and centred on the specific needs of young people and their families. We will also further influence improvement and transformation in other services and systems surrounding young people in Surrey.



New strategy



Vision:

for all young people in Surrey to thrive

Mission:

to empower and support young people in Surrey to have the wellbeing and resilience they need to thrive

We believe that if we empower and support young people to be emotionally well and resilient, and enable people around them to provide effective support, it is more likely that their wellbeing, emotional health, quality of life and ultimately long-term prospects will improve.

The goals that will support us achieve this change are:

Young people have someone who will be there when they need help

Eikon employees and volunteers	Peer support at school or in youth groups	Improved relationships at home

Young people are empowered to find the inner resources to be resilient and to stay well

Support to achieve their goals	Practical tools to cope with life's stresses	Building confidence and self-esteem

Families, schools and communities are enabled to provide a network of support and care around young people

Collaboration with other services	Support services for teachers and parents	Involving communities and young people in the design of our services

Delivering for young people

Performance and quality

We will select and implement a more robust and transparent method of measuring and reporting on our impact, using a logical framework. This will fully capture performance data and the qualitative impact we have on young people's wellbeing and resilience. Developing a performance and quality framework that allows us to measure, monitor and evaluate our outputs and outcomes is a strategic priority. We will be developing the organisation to do this, creating more robust plans and actions for the voice of young people and for equality, diversity, and inclusion across the charity.

Emotional Wellbeing and Mental Health service

In 2021/22 we will deliver services as part of an innovative alliance of national and local partners who have come together to transform emotional wellbeing and mental health services for young people in Surrey. We will collectively implement the iTHRIVE Framework for system change, which aims to improve outcomes for children and young people's mental health and wellbeing. We will do this by focusing on prevention, early help and giving children and their parents or carers advice to help them choose the kind of support that will work best for them - and support them to access it. The services Eikon will deliver as part of the new EWMH contract include both tried-and-tested ways of working and new approaches. All the support we provide will empower more young people and their families across Surrey to thrive.

As we have for many years, we will continue to strive to create systemic change, where:

- Early intervention is the central organising principle around which the entire system is designed
- Young people don't have to wait for professional, high-quality support
- All services are relational, founded on compassionate and trusting relationships between young people and professionals

Developing services

We deliver services in schools and communities, both face to face and online. In the year ahead we plan to further scale, develop, and integrate these services across the charity in order to stay relevant and at the cutting edge of practice. We aim to find innovative approaches to support young people's wellbeing and resilience, drawing on the latest research and evidence of what works. We will bring young people together and involve them in the design of our services. We will focus on equality, diversity, and inclusion, and we will further develop our use of volunteers to support children and young people.



Developing our organisation

Better use of technology

The ways in which we use technology will be an important consideration in our organisational development. With the right infrastructure, we will be better positioned to overcome unexpected challenges in the future. In 2021/22 we will be reviewing our use of technology as well as further developing our capability across the organisation.

Fundraising and development

Growing and diversifying our income streams is a high priority for Eikon. We plan to continue our journey to build a more sustainable development operation by making further investments. Establishing a marketing function will allow us to tell Eikon's story and explain how we help children, in a clear, compelling way. This will not only free up our fundraisers to work entirely on identifying new sources of much-needed income but will also help us reach children and young people, and their parents and carers, more effectively.

Business processes

Our focus is on supporting and empowering young people and their families to have the best possible experience. In 2021/22 we will be working to improve our infrastructure to support us in achieving our sustainable growth plans, including strengthening internal systems and processes across the charity to make our operation more efficient and increase productivity.

Supporting people

Employees and volunteers

We want to ensure we have organisational conditions that allow our employees and volunteers to thrive. Prioritising this means that our employees and volunteers are in the best possible position to support our young people and their families. In 2021/22 we aim to provide an improved employee and volunteer experience, including completing a full review of our reward and remuneration structure, updating our support and supervision framework, and improving how we communicate and collaborate across teams. We propose to implement a more robust performance management structure, linked to our strategy, as well as more training and development plans for both employees and volunteers.

Training and development

Effective leadership is fundamental to creating the right conditions for success. In the year ahead we will support our people to develop their leadership capabilities, as part of our commitment to provide bespoke learning and development plans.



Governance, structure and management

Legal and administrative information

Trustees and directors

Current serving trustees

- Nigel Goddard, Chair
- Anneke de Boer
- Richard Folland, Vice-Chair
- Julie Gillis (appointed 16 May 2020)
- Helen Johnston
- Richard Moseley
- Michael Pyman
- Rebecca Wakefield (appointed 7 May 2020)
- Ian Watson
- Sarah-Jane Watson (appointed 16 February 2021)
- Kevin Young, Finance Trustee

Trustees who also served in the year

Nigel Blair MBE (resigned 15 September 2020)

Chief Executive Officer

Chris Hickford

Charity number

1109190

Company number

5402398

Registered name

The Eikon Charity
Commonly known as Eikon

Registered address and operational office

Selsdon Road, New Haw, Addlestone, Surrey KT15 3HP

Website

www.eikon.org.uk

Auditors

Brewers Chartered Accountants, Bourne House, Queen Street, Gomshall, Surrey GU5 9LY

Bankers

CAF Bank Ltd, 25 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4JQ
Barclays Bank plc, Town Gate House, Church Street East, Woking, Surrey GU21 1AE

Solicitors

Blandy & Blandy LLP, 1 Friar Street, Reading, Berkshire RG1 1DA

Trustees

We are committed to understanding and adopting best practice in the governance and management of the charity, but we are not complacent, and we continually seek to improve.

The board of trustees is responsible for the strategic direction, governance, and performance of the charity. It approves the strategy, the annual plan and the budget, and monitors performance through a key performance indicator framework and monthly management accounts. It meets four times a year, together with the Chief Executive Officer and other senior management as appropriate. We have a dedicated finance trustee, a risk champion, and trustees with oversight for safeguarding and health and safety. The board develops its understanding of the needs of our beneficiaries by inviting young people or their representatives to address it at most meetings.

The board had three committees supporting its work during 2020/21:

- The fundraising committee meets at least twice a year
- The audit and finance committee meets at least once each year
- The governance and risk committee meets at least twice a year and considers a rolling governance review at every meeting

Committees are chaired by a trustee, with membership consisting of other trustees, employees, and co-opted specialist volunteers. In addition to the above, trustees also participate in the annual safeguarding and HR reviews.

Key discussions at board meetings during 2020/21 focused on our response to COVID-19, safeguarding children and young people, strategy, financial position, fundraising strategy and performance, charity governance via a rolling review programme, risk management and the annual report and accounts.

Trustees are appointed by the existing members of the board for an initial three-year term, upon completion of which they can be reappointed providing they remain qualified to do so and are supported by at least 50% of the other trustees.

Each new trustee receives a comprehensive induction pack, including a trustee handbook, and is invited to additional relevant training sessions. Every trustee receives induction and training in safeguarding and data protection.

"I am so proud to be a trustee of Eikon. The team and volunteers are truly inspirational. They are having such a positive impact on the lives of the young people they work with in Surrey, particularly during these very difficult times."

Julie Gillis, Eikon Trustee

Trustee biographies

Current serving trustees

Nigel Goddard, Chair

After retiring from a 35-year international career with BP, Nigel wanted to give something back to local communities. Having strong family values, he looked to support the wellbeing of vulnerable young people, given the ever-increasing pressures in their daily lives. He fully subscribes to Eikon's strategic aims, values and focus on youth services, and joined us in 2016 following a merger with the Windle Valley Youth Project, which he chaired. Now an independent consultant to the oil and gas industry, Nigel is also a business adviser with Young Enterprise and a voluntary youth worker.

Richard Folland, Vice-Chair

Richard has worked in climate change, energy, the low-carbon sector and sustainability for over 16 years. A long-time British diplomat, he has more recently worked for JPMorgan and has his own strategic advisory and advocacy business. Richard is passionate about doing everything collectively possible to help our young people in the UK, driven by the belief that they are owed the best future we can give them. Having seen its impact first-hand, he is a strong supporter of our work to help children meet the challenges and exploit the opportunities life throws at them.

Anneke de Boer

A retired Morgan Stanley investment banker, Anneke is now a governor at St George's University Hospitals NHS Foundation Trust and part of a multi-disciplinary team providing business support to charities. Her belief that programmes like ours can leverage local understanding to provide a faster and more tailored strategy than national initiatives led her to join Eikon. A parent to two young men herself, Anneke knows being a teenager isn't easy. She is driven to help her community so that all young people have the opportunity to shape their own futures.

Julie Gillis
(appointed 16 May 2020)

Following a long career in the public sector, where she delivered major government change programmes, Julie brings a wealth of experience at board level, in operations and in financial compliance. She is passionate about improving social mobility and children's mental health and shares a strong sense of purpose and values with Eikon's CEO and leadership team, which she describes as 'inspirational'. Julie is a committed mentor with a focus on equality and diversity.

Helen Johnston

Helen is Director of Teaching School and Deputy Designated Safeguarding Lead at the multi-academy trust GLF Schools. Having worked as a teacher and on wider education projects supporting vulnerable young people for more than 20 years, she has seen how the voluntary sector can positively impact their lives. Based in and around Surrey schools for many years, Helen has experienced Eikon's work first-hand. She describes how she found the team's dedication to supporting children 'inspirational' and came on board 'to play a small part' in improving lives.

Richard Moseley

Richard is a retired banker with broad general management experience in a number of countries. He joined us after feeling inspired while talking to our CEO, Chris Hickford, learning about the challenges faced by children in Surrey and becoming convinced of the importance of early intervention. His motivation to work with us was strengthened after hearing stories from young adults who had benefited from our service. In his words, 'the question should be, how could one not help Eikon?'

Michael Pyman

Mike brings a young person's perspective to Eikon's board. He was motivated to join us as a trustee after receiving support from Eikon at secondary school. He was also inspired by our CEO, Chris Hickford, and by what he describes as Chris's drive, selflessness, and dedication to improving young people's lives. Supported by us during his five years at Fullbrook School, Mike believes he wouldn't be where he is today without Chris or Eikon and wants other young people to receive the same help and support he did.

Rebecca Wakefield
(appointed 7 May 2020)

Rebecca is a public affairs director with extensive experience in communications and marketing, having worked in the education, healthcare and built environment sectors, among others. She brings valuable knowledge and support to our communications strategy, marketing efforts and work to develop external relationships. Rebecca lives close to the area we serve, enjoys helping to support local children, and says 'it would have been great' to have had access to a service like ours when she was at school.

Ian Watson

Ian is a qualified accountant who has extensive non-executive and executive board experience both in the private and charitable sectors. Having been aware for some time of our services for young people, joining Eikon was 'a natural choice' when he was looking to assist a Surrey-based youth charity.

Sarah-Jane Watson

Sarah-Jane is a qualified solicitor and a partner in a leading law firm. She specialises in employment and education law and has advised schools and charities on employment and education matters, including reviewing contracts and policies and dealing with disciplinary and grievance processes, employment tribunal litigation, parental complaints, student exclusions, special educational needs and disabilities, and safeguarding. Sarah-Jane is also a governor of an independent school in London. She lives in the local area, has a specific interest in mental health and wellbeing, and is highly motivated to help support vulnerable young people in Surrey.

Kevin Young, Finance Trustee

Kevin is a Price Waterhouse-trained chartered accountant with more than 30 years' experience in senior finance roles, including at local civil engineering business Mouchel. He was inspired to join Eikon by our leadership and management and the team's enthusiasm, dedication, and determination. Kevin wanted to use his experience to support our work, having experienced first-hand, through wider family and other volunteering work, some of the many difficulties and problems young people face.

Trustees who also served in the year

Nigel Blair MBE
(resigned 15 September 2020)

Nigel is a civil and structural consultant and was Chair of Eikon from 2005 to 2014. Having been involved with youth work over many years, he has witnessed some of the issues young people face and has seen how timely, directed intervention can transform their lives.

Organisational structure

Overall responsibility for the charity rests with the Chief Executive Officer, who leads the team responsible for day-to-day operational management and delivery of our projects and services.

In 2020/21 we streamlined our senior leadership team (SLT) to four members, who collectively manage the work of the charity and our employees and volunteers. The SLT consists of:

- Chief Executive Officer
- Head of Development
- Head of Finance
- Head of People and Performance

We also developed two lead managerial roles, one in Schools and one in Communities, to align with our delivery model:

- Wellbeing in the Communities lead
- Wellbeing in Schools lead

Leadership and development

As part of our commitment to developing the management of the charity beyond the SLT, we have weekly manager meetings to jointly discuss operational challenges and plans for the future. For 2021/22 we will be furthering our leadership development plans for the senior team and for all managers.

Our employees and volunteers

There is no doubt that 2020/21 was a challenging year for everyone involved with Eikon. However, it is important to us that we continue to be a great place to both work and volunteer. To support this, we have refreshed our strategy, including our vision, mission, goals, and values.

During the year we experienced unprecedented change, but also strong growth, within the Eikon team. COVID-19 has had a significant impact on where and how we work, creating organisational uncertainty as well as impacting the wellbeing of everyone: employees, volunteers, children and young people, their families, and the schools and communities in which we work.

Engagement across the whole organisation, from both employees and volunteers, was tremendous. Different circumstances arose for everyone, with some taking furlough, many juggling home-schooling children and remote working, and the entire team adapting services to online and creating virtual ways of working.

There is no doubt that having gone through this journey we find ourselves stronger and more united as an organisation around our common mission to improve the wellbeing and resilience of children and young people in Surrey.

All new employees go through an induction programme in which the Chief Executive Officer and other senior members of the team explain our purpose and values. New employees and volunteers all receive the appropriate level of safeguarding training they will need in their roles and undertake ongoing safeguarding training and regular refresher courses as standard. Employees and volunteers supporting young people receive regular supervision, specific to the type of work they do. We plan to further improve the support and supervision framework for our employees and volunteers during the next period.

We have employee and volunteer engagement activities, including surveys, workshops and team and department days, most of which were held virtually this year, with regular updates and communications via a full team meeting once a week. These meetings were originally introduced to keep employees and volunteers informed during lockdowns but have since gone on to become an integral start to the week, fostering teamwork and mutual support.

We believe in involving all our employees and volunteers in shaping the culture of the charity. A strategy support group was set up during the year, which has not only contributed to developing an improved strategy but has also been instrumental in helping to improve communication across the charity.

As we look forward to 2021/22, we are looking to refresh our reward and remuneration principles, supported by a new job evaluation tool. We also plan to develop our performance management and training and development infrastructure, review our volunteer strategy, and build a more comprehensive equality, diversity, and inclusion plan.

Employee pay policy

We want to attract, develop and retain the best people, and we will do this by continuing to implement our remuneration policy – for example, through the recent job evaluation project – and ensuring our salaries remain competitive. We operate a defined-contribution group personal pension scheme, in which all eligible employees are auto-enrolled.

Equality, diversity, and inclusion

We are committed to equality, diversity, and inclusion in everything we do – in our work with children and young people, with our employees and volunteers, and with all our stakeholders. Our services are for the benefit of all children and young people, regardless of their gender identity, relationship status, race, disability, sexual orientation, culture, politics, or religious belief. Some of our services may be targeted at particular groups of children and young people. The planned work to review equality, diversity, and inclusion across the organisation in 2020/21 had to be put on hold as we navigated operating in a pandemic. The process for achieving the Investors in Diversity accreditation from the National Centre for Diversity began in July 2021.

Key risks and uncertainties disclosures

All trustees, employees and volunteers take the management of risks facing the charity seriously. We seek to identify, assess, manage and mitigate risk, not to avoid it. The charity has in place:

- Robust risk management and safeguarding polices, with associated procedures, to ensure young people are kept safe at all times
- An appointed risk champion from the board of trustees
- A formal risk register, with all risks assigned a risk owner and the most significant risks reviewed by trustees on a regular basis
- Comprehensive risk assessments for all our main activities, particularly those involving young people
- A business continuity management policy and plans to enable us to continue to support young people should incidents occur that could otherwise disrupt our services

In March 2020, a planned risk identification workshop was postponed to enable us to revisit the charity's COVID-19 response budget. In lieu, trustees were invited to identify the top risks that the charity faced; these were analysed by the risk champion, and a new set of top-ranked risks developed, along with their consequences, risk owners and controls to reduce the risks. These risks were regularly reviewed by trustees at quarterly board meetings to ensure mitigation/control plans were reassessed and updated as appropriate. As at year end, the principal risks the charity faced and the plans and strategies in place to manage them were:

Coronavirus (COVID-19)

The global pandemic could potentially impact every aspect of our operations and service delivery. In response, we:

- Made provision for home working for all employees and volunteers
- Maximised the use of remote meetings and support services for children and young people
- Established an online virtual youth club
- Liaised with funding bodies to ensure ongoing contributions to service delivery and support costs, furloughed employees as appropriate, and established/implemented a specific business continuity plan

Financial security of the charity

Due to the COVID-19 pandemic, the external fundraising environment could become severely challenging, with a potential impact on all elements of our fundraising strategy. To address this risk, we revised our approach and aimed to submit a sufficient quantity and quality of grant applications to trusts and foundations; maintained good, regular contact with major donors; took advantage of the Coronavirus Job Retention Scheme; and applied for available emergency funding from national and local government and charitable sources.

Management and employee overload

Due to the COVID-19 pandemic and workstream pressures, there was potential for extreme workload pressures on employees and volunteers. To address this risk:

- The leadership team continually monitored their own and the charity's general workload and stress levels
- A wellbeing strategy was established, including an annual employee/volunteer survey
- Weekly employee/volunteer team meetings were held to inform and share personal experiences
- Leadership skills training was undertaken to ensure a consistent/empathetic approach to all employees

Contract for a new Emotional Wellbeing and Mental Health service

Despite our extensive preparations in submitting a detailed bid, we were concerned that this significant contract may not be awarded to the alliance. To mitigate this risk, the charity's Chief Executive Officer took a lead role within the alliance to maintain high-level relationships with Surrey County Council and NHS commissioners. Regular meetings/workshops were held with all potential consortium partners to develop scope, contractual terms, and delivery arrangements. A sub-group of Eikon trustees was also engaged to support and advise the CEO and seek out external support as appropriate. Ultimately, the alliance was awarded the contract for mobilisation from 1 April 2021.

Risk identification workshop 2021

We held the postponed risk identification workshop in June 2021, involving trustees and the charity's leadership team to develop a new risk register relevant to our changed circumstances. This did not highlight any significant new risks that were not already being addressed.

The resulting principal risks and their controls/ mitigation plans will be fully addressed in the 2021/22 Annual Report.

Trustees' report and accounts for the year ended 31 March 2021

Financial review

Total income increased by 38% to £2,495,792 in 2020/21 from £1,814,453 in 2019/20. Total expenditure for 2020/21 was £2,001,891 versus £1,895,341 for 2019/20. We continued to pursue a strong developmental strategy, particularly through the delivery of innovative and transformational services to support young people and their families. This is becoming increasingly important given the growing pressure on funding of public services generally.

Income from charitable activities increased by 6% to £1,343,012 in 2020/21 from £1,265,910 in 2019/20. This was due to an increase in mental health services income via the CAMHS contract, with additional income being provided aimed at reducing the waiting list for mental health services for children and young people. Income from donations and legacies was £1,150,385 (2019/20: £545,865). Within this, income from donations, including from major donors, increased to £300,194 in 2020/21 compared with £207,226 in 2019/20. The majority of this increase was due to a legacy of £126,000, which was offset by a reduction in donations from major donors.

Amounts received in grants from trusts and foundations and elsewhere increased to £822,762 in 2020/21 compared with £240,670 in 2019/20, an increase of £582,092. This was largely due to £390,000 received following the closure of a charitable trust and subsequent distribution of its assets to Eikon and the other beneficiaries of the trust. We also received significant COVID-19 funding, including £100,000 from the National Lottery Community Fund to develop online support for children and young people as well as £65,278 in government grants from the Coronavirus Job Retention Scheme. Income from fundraising events during the year was £27,429, significantly lower than the £97,969 received in 2019/20. This was due to a number of events being cancelled as a result of the pandemic.

Expenditure on fundraising decreased slightly to £121,928 in 2020/21 compared with £123,903 in 2019/20. The decrease was due to cost savings from fundraising events being cancelled or postponed and came despite the increase in salaries that resulted from the strengthening of the fundraising team. For every £1 spent on fundraising in 2020/21, we raised £9.43 in income, compared with £4.41 in 2019/20, which reflected the one-off income received during the year from the legacy and the winding up of the charitable trust as well as the more systematic approach to fundraising.

Reserves policy

Total reserves at the year-end were £918,222 versus £425,074 at the end of the previous year, comprising unrestricted general £369,900 (2019/20: £230,482), unrestricted designated £442,615 (2019/20: £70,154) and restricted £105,707 (2019/20: £124,438). Unrestricted general reserves increased significantly due to the £126,000 legacy mentioned above.

Unrestricted designated reserves also increased significantly during the year due to the £390,000 received from the winding up of the charitable trust. Eikon, along with other beneficiaries, previously received a proportion of the annual income from this trust and the trustees have agreed to treat the funds as designated with the aim of investing them to obtain a similar annual return to that previously received pending any decision regarding the longer-term use of the money. The remaining unrestricted designated reserves are held to cover future depreciation of the organisation's fixed assets.

The trustees have reviewed the charity's reserves policy, specifically the level of unrestricted general reserves required to cover the main risks facing the organisation. These principally include continuing to support young people while we help to put in place alternative arrangements to support them and their families if we were suddenly faced with a permanent reduction in our funding or other long-term financial challenge. The trustees have determined that we would aim to provide such support for a period of between four and six months, which in financial terms equates to £275,000 to £375,000 for our core services, excluding subcontracted activities. As a result, we have set the target range for unrestricted general reserves at £300,000 to £400,000.

At 31 March 2021, unrestricted general reserves were £369,900 which is within our current target.

Statement of trustees' responsibilities

The trustees (who are also the directors for the purpose of company law) are responsible for preparing the annual report and the financial statements in accordance with applicable law and regulations.

Company law requires the trustees to prepare financial statements for each financial year. Under that law the trustees must prepare the financial statements in accordance with UK Generally Accepted Accounting Practice (UK accounting standards and applicable law). Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period.

In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently
- Observe the methods and principles in the Charities SORP
- Make judgments and accounting estimates that are reasonable and prudent
- State whether applicable UK 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 presume that the charitable company will continue to operate

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company 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 company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

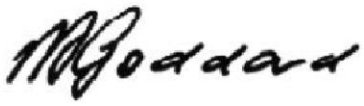
The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the UK governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

The trustees confirm that so far as they are aware, there is no relevant audit information (as defined by section 418(3) of the Companies Act 2006) of which the charitable company's auditors are unaware. They have taken all the steps that they ought to have taken as trustees in order to make themselves aware of any relevant audit information and to establish that the charitable company's auditors are aware of that information.

The Eikon Charity is a company, limited by guarantee, governed by its Articles of Association. The trustees' report also represents the directors' report as required by company law. The financial statements have been prepared in accordance with the accounting policies set out in notes to the financial statements and comply with the charity's governing document and the Companies Act 2006 and 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 published on 16 July 2014.

The trustees confirm they have given due consideration to the Charity Commission's published Guidelines on the Public Benefit requirement under section 4 of the Charities Act 2011.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies. Approved by the Eikon board of trustees on 16 November 2021 and signed on its behalf by:



Nigel Goddard
Chair of Trustees



Independent auditor's report to the members of The Eikon Charity

Opinion

We have audited the financial statements of The Eikon Charity (the 'charitable company') for the year ended 31 March 2021, which comprise the statement of financial activities, balance sheet, statement of cash flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102, the Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice and;
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the auditor's responsibilities for the audit of the financial statements' section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the entity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements, or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report, which includes the directors' report prepared for company law purposes, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. These matters were discussed amongst the engagement team at the planning stage and the team remained alert to non-compliance throughout the audit.

Audit procedures undertaken in response to the potential risks relating to irregularities (which include fraud and non-compliance with laws and regulations) comprised of: inquiries of management and trustees as to whether the entity complies with such laws and regulations; enquiries with the same concerning any actual or potential litigation or claims; inspection of relevant legal correspondence; review of trustees meeting minutes; testing the appropriateness of journal entries; and the performance of analytical review to identify unexpected movements in account balances which may be indicative of fraud.

No instances of material non-compliance were identified. However, the likelihood of detecting irregularities, including fraud, is limited by the inherent difficulty in detecting irregularities, the effectiveness of the entity's controls, and the nature, timing and extent of the audit procedures performed. Irregularities that result from fraud might be inherently more difficult to detect than irregularities that result from error. As explained above, there is an unavoidable risk that material misstatements may not be detected, even though the audit has been planned and performed in accordance with ISAs (UK).

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: ***https://www.frc.org.uk/auditorsresponsibilities.***

This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



AM Skilton (Senior Statutory Auditor)
For and on behalf of Brewers Chartered Accountants, Statutory Auditor
Bourne House
Queen Street
Gomshall
Surrey GU5 9LY
Date: 16 November 2021





Statement of financial activities for the year ended 31 March 2021

(incorporating income and expenditure account)

	Notes	General funds £	Designated funds £	Total unrestricted funds £	Restricted funds £	**Total funds 2021 £**	**Total funds 2020 £**
Income and endowments							
Donations and legacies	3	443,003	390,000	833,003	317,382	**1,150,385**	545,865
Charitable activities	4	1,343,012	-	1,343,012	-	**1,343,012**	1,265,910
Investment income	11	2,395	-	2,395	-	**2,395**	2,678
Total income		**1,788,410**	**390,000**	**2,178,410**	**317,382**	**2,495,792**	**1,814,453**
Expenditure							
Raising funds	5	121,928	-	121,928	-	**121,928**	123,903
Charitable activities	6	1,526,311	17,539	1,543,850	336,113	**1,879,963**	1,771,438
Total expenditure		**1,648,239**	**17,539**	**1,665,778**	**336,113**	**2,001,891**	**1,895,341**
Net income/(expenditure) before investments gain/(loss)		**140,171**	**372,461**	**512,632**	**(18,731)**	**493,901**	**(80,888)**
Net (loss)/gain on investments	11	(753)	-	(753)	-	**(753)**	787
Net income/(expenditure) after investments gain/(loss)		**139,418**	**372,461**	**511,879**	**(18,731)**	**493,148**	**(80,101)**
Transfers between funds		-	-	-	-	**-**	-
Net movement in funds		**139,418**	**372,461**	**511,879**	**(18,731)**	**493,148**	**(80,101)**
Reconciliation of funds							
Total funds brought forward 1 April 2020		230,482	70,154	300,636	124,438	**425,074**	505,175
Total funds carried forward 31 March 2021		**369,900**	**442,615**	**812,515**	**105,707**	**918,222**	**425,074**

There were no recognised gains or losses other than those shown in the statement of financial activities.

All income and expenditure is derived from continuing activities.

The accompanying notes form part of these financial statements.

Balance sheet as at 31 March 2021

Registered company number 5402398

	Notes	Total 2021 £	Total 2020 £
Fixed assets			
Tangible assets	10	52,615	70,154
Investments	11	55,654	56,407
Total fixed assets		**108,269**	**126,561**
Current assets			
Debtors	12	65,163	151,232
Cash at bank and in hand		1,037,512	519,297
Total current assets		**1,102,675**	**670,529**
Liabilities			
Creditors: Amounts falling due within one year	13	(292,722)	(372,016)
Net current assets		**809,953**	**298,513**
Total net assets		**918,222**	**425,074**
Funds of the charity			
General funds	15	369,900	230,482
Designated funds	15	442,615	70,154
Total unrestricted funds		**812,515**	**300,636**
Restricted funds	15	105,707	124,438
Total funds		**918,222**	**425,074**

The accompanying notes form part of these financial statements.
The financial statements have been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

The financial statements were approved by the board and authorised for issue on 16 November 2021 and signed on its behalf by:

Nigel Goddard
Chair of Trustees

Kevin Young
Finance Trustee

Statement of cash flows for the year ended 31 March 2021

	Total 2021 £	Total 2020 £
Cash flows from operating activities		
Net income/(expenditure) for the year	**493,148**	**(80,101)**
Adjustments for		
Depreciation	17,539	25,694
Losses/(gains) on revaluation of investments	753	(787)
Losses on sale of fixed assets	-	3,414
Decrease in debtors	86,069	201,950
(Decrease) in creditors	(79,294)	(279,773)
Net cash provided by/(used in) operating activities	**518,215**	**(129,603)**
Cash flows from/(to) investing activities		
Proceeds of sale of tangible fixed assets	-	3,000
Net cash from/(to) investing activities	-	**3,000**
Changes in cash and cash equivalents in the year	**518,215**	**(126,603)**
Net cash and cash equivalents at the start of the year	519,297	645,900
Net cash and cash equivalents at the end of the year	**1,037,512**	**519,297**

The accompanying notes form part of these financial statements.

Notes to the financial statements for the year ended 31 March 2021

1. Charity information

The charity is a private limited company (registered number 5402398), which is incorporated and domiciled in the UK and is a public benefit entity. The address of the registered office is Eikon, Selsdon Road, New Haw, Addlestone, Surrey KT15 3HP.

2. Accounting policies

a) Basis of accounting

The financial statements of the charity, which is a public benefit entity, have been prepared 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) (2nd edition, effective January 2019; 'Charities SORP') and Companies Act 2006. The financial statements have been prepared under the historical cost convention.

The trustees have assessed whether the use of the going concern basis is appropriate, especially in light of COVID-19, and have considered possible events or conditions that might cast significant doubt on the ability of the charity to continue as a going concern. The trustees have made this assessment for a period of at least one year from the date of approval of the financial statements. In particular, the trustees have considered the charity's forecasts and projections as amended to take into account the implications of COVID-19. After making enquiries, the trustees have concluded that there is a reasonable expectation that Eikon has adequate resources to continue its activities for the foreseeable future. Accordingly, they continue to adopt the going concern basis in preparing the financial statements.

b) Fund accounting

Restricted funds are those received for undertaking an activity specified by the donor when making the gift. The charity makes an administrative charge for the operation of some restricted funds, which is included in the cost of raising funds. The amounts for administration are also shown as restricted fund expenditure. General funds are unrestricted funds given freely to the charity that can be applied at the discretion of the trustees in accordance with the objectives of the charity.

Designated funds are funds set aside by the trustees out of unrestricted funds for specific purposes.

c) Income

All income, including donations and associated income tax recoveries from donations received under Gift Aid, is included in the statement of financial activities where the charity is entitled to the income and the amount can be quantified with reasonable accuracy.

All grants and contractual payments are included on a receivable basis. Contractual income is recognised as performance obligations are satisfied. Grant income with performance-related conditions received in advance of delivering specified goods and services, or income with a time restriction placed on it by the donor, is deferred until the donor-stipulated criteria are met. Income is also deferred if it is probable it could become refundable or if it is received in advance for a future accounting period.

Notes to the financial statements for the year ended 31 March 2021 2. Accounting policies (continued)

Gifts in kind and donated services have been included at the lower estimate of their value to the charity and their estimated open market value. No amount has been included for services donated by volunteers. Where out-of-pocket travel and other expenses have been reimbursed to volunteers, these costs are included in the accounts. Surplus funds are invested in bank deposits to earn interest.

d) Expenditure

Expenditure is recognised on an accruals basis and allocated to the appropriate heading in the accounts. Expenditure includes attributable VAT which cannot be recovered.

Charitable activities expenditure enables Eikon to meet its aims and objectives for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Expenditure on raising funds includes the direct costs of fundraising activities (which promote fundraising and the activities of the charity generally) and a proportion of support costs. Governance costs are those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked to the strategic management of the charity.

Support costs are those costs which enable fundraising and charitable activities to be undertaken. These costs include finance, human resources, premises, IT, legal and governance costs. All support costs are apportioned on the basis of time spent by staff on each category of work.

e) Tangible fixed assets

Tangible assets are stated at cost. Depreciation is calculated to write off the cost of the asset over its estimated useful life as follows:

- Portakabin
  – depreciated over 10 years straight line
- Office furniture and equipment
  – depreciated over 5 years straight line

Tangible assets costing less than £2,000 are not capitalised and are written off in the year of purchase.

f) Investments

Investments are a form of basic financial instrument and are initially recognised at their transaction value and subsequently measured at their fair value as at the balance sheet date using the closing quoted market price. The statement of financial activities includes the gains and losses arising on revaluation and disposals throughout the year.

g) Cash management

Cash not required for day-to-day operations, but for the medium term is placed, via the CAF Bank, on deposit for periods of one month to nine months with a variety of highly rated banks to ensure that the risk of holding cash is minimised by taking into account the FSCS limit of £85,000. Where it is deemed that cash can be held for the longer term, this is transferred to the investment portfolio.

h) Debtors

Debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

Notes to the financial statements for the year ended 31 March 2021 2. Accounting policies (continued)

i) Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are recognised at their settlement amount after allowing for any trade discounts due.

j) Taxation

The charity is exempt from corporation tax on its charitable activities under Part 1 Schedule 6 Finance Act 2010.

k) Pensions costs

With effect from 1 January 2017 the charity has incurred costs in relation to the defined contribution scheme, operated by Aviva, which are included in staff pension costs. Costs recognised are equivalent to the contributions in the year and are recognised on an accruals basis and any unsettled amounts are included in other creditors.

l) Transfer between funds

Trustees have the authority to transfer monies out of the general funds into the restricted funds when required. With the fundholder's permission, the trustees have the authority to make transfers from one restricted fund to another.

m) Reserves policy

On a yearly basis, the trustee board examines Eikon's reserves in the light of the risks facing the organisation and takes into account the Charity Commission's guidance. The policy on reserves is set out in the trustees' report.

3. Donations and similar income

	Unrestricted £	Restricted £	2021 £	2020 £
Donations	273,266	26,928	300,194	207,226
Grants	532,308	290,454	822,762	240,670
Fundraising events	27,429	-	27,429	97,969
	833,003	**317,382**	**1,150,385**	**545,865**

Grants include £65,278 of government grants received in relation to the Coronavirus Job Retention Scheme during the year.

Notes to the financial statements for the year ended 31 March 2021

4. Income from charitable activities

	Unrestricted	Restricted	2021	2020
	£	£	£	£
Community based youth work	-	-	-	16,995
Local prevention	-	-	-	150,664
Mental health services income	1,243,289	-	1,243,289	1,008,801
Schools income	99,723	-	99,723	89,450
	1,343,012	**-**	**1,343,012**	**1,265,910**

5. Raising funds

	Unrestricted	Restricted	2021	2020
	£	£	£	£
Staff costs	98,195	-	98,195	43,137
Other direct costs	23,733	-	23,733	80,766
	121,928	**-**	**121,928**	**123,903**

6. Charitable activities

	Youth work	Mental health work	Organisational support	Total 2021	Total 2020
	£	£	£	£	£
Staff costs	343,541	265,790	300,005	909,336	926,416
Activities undertaken directly	27,448	825,811	-	853,259	731,307
Premises costs allocated	14,371	12,992	21,435	48,798	29,150
Support costs allocated	25,875	14,364	13,476	53,715	70,192
Governance (see note below)	-	-	14,855	14,855	14,373
	411,235	**1,118,957**	**349,771**	**1,879,963**	**1,771,438**

Governance

	2021	2020
	£	£
Audit	5,203	6,360
Staff costs	9,652	7,063
Trustees' expenses	-	950
	14,855	**14,373**

Notes to the financial statements for the year ended 31 March 2021

7. Trustees

	2021	2020
	£	£
Trustees' expenses	**-**	**950**

During the year, no trustees received any remuneration.

During the year, The Eikon Charity paid:

- Travel expenses of £0 (2020: £882 two trustees' travel expenses)
- Small administrative expenses of £0 (2020: £68 two trustees')

The total donations received by Eikon from trustees and their related parties was £2,220 (2020: £1,937).

The charity had no transactions during the year under review with any related parties.

8. Employees and key management personnel

The key management personnel of the charity comprise the trustees, the Chief Executive Officer and the senior management team. The total remuneration and benefits received by key management personnel was £230,135 (2020: £221,556).

	2021	2020
	£	£
Staff costs were as follows:		
Wages and salaries	914,386	877,668
Social security costs	75,869	75,334
Pension costs	26,928	23,614
Total staff costs	**1,017,183**	**976,616**

The average number of actual employees and full-time equivalent employees, analysed by function, during the year was as follows:

	2021		2020	
	Average no.	FTE no.	Average no.	FTE no.
Fundraising	3.8	2.0	1.5	0.9
Charitable activities	33.3	22.3	37.6	23.9
Governance	-	0.1	-	0.1
Other	12.3	7.3	9.3	5.8
Average number of employees employed during the year:	**49.4**	**31.7**	**48.4**	**30.7**

The number of employees whose remuneration, excluding employer pension costs, fell within each band of £10,000 from £60,000 upwards is as follows:

	2021	2020
£60,001 to £70,000	1	1

Notes to the financial statements for the year ended 31 March 2021

9. Defined contribution pension scheme

	2021	2020
	£	£
Costs of the scheme to the charity for the year	24,386	21,514
Amount of any contributions outstanding at the year end	2,542	2,100
	26,928	**23,614**

The charitable organisation operates a defined contribution pension scheme for permanent staff with an employer contribution of 5% (2020: 5%) in the year.

10. Tangible fixed assets

	Portakabin/ upgrades	Office furniture and equipment	Total
	£	£	£
Cost			
At 1 April 2020	175,384	2,818	178,202
At 31 March 2021	175,384	2,818	178,202
Depreciation			
At 1 April 2020	105,230	2,818	108,048
Charge for year	17,539	-	17,539
At 31 March 2021	122,769	2,818	125,587
Net book value			
At 31 March 2020	**70,154**	**-**	**70,154**
At 31 March 2021	**52,615**	**-**	**52,615**

11. Fixed asset investments

	2021	2020
	£	£
Cost		
At 1 April 2020	56,407	55,620
(Loss)/gain on revaluation	(753)	787
At 31 March 2021	**55,654**	**56,407**
Investment income	£	£
Bank deposit income	1,067	947
Dividend income	1,328	1,731
	2,395	**2,678**

Notes to the financial statements for the year ended 31 March 2021

12. Debtors

Due within one year:	2021 £	2020 £
Trade debtors	43,559	53,159
Other debtors	11,253	71,708
Prepayments	8,235	15,954
Accrued income	2,116	10,411
	65,163	**151,232**

13. Creditors

Amounts falling due within one year:	2021 £	2020 £
Trade creditors	53,197	32,021
Other creditors	5,931	5,599
Accruals	89,721	122,443
Deferred income (see note 14)	84,073	191,601
Social security and other taxes	59,800	20,352
	292,722	**372,016**

14. Deferred income

	2021 £	2020 £
Balance at 1 April 2020	191,601	425,693
Income deferred	717,860	589,636
Income released to SOFA	(825,388)	(823,728)
Balance at 31 March 2021	**84,073**	**191,601**

Income is deferred when it is received in advance of delivering specified goods or services or in relation to a future accounting period.

Notes to the financial statements for the year ended 31 March 2021

15. Funds

	At 1 April 2020 £	Income £	Transfers £	Other gains and (losses) £	Expenditure £	At 31 March 2021 £
Unrestricted funds						
General funds	230,482	1,788,410	-	(753)	(1,648,239)	369,900
Designated funds						
Portakabin depreciation	70,154	-	-	-	(17,539)	52,615
Investment fund	-	390,000	-	-	-	390,000
Total designated funds	70,154	390,000	-	-	(17,539)	442,615
Total unrestricted funds	**300,636**	**2,178,410**	**-**	**(753)**	**(1,665,778)**	**812,515**
Restricted funds						
Youth work – communities	18,135	125,244	-	-	(92,994)	50,385
Youth work – schools	62,098	44,362	-	-	(86,728)	19,732
Youth work – Smart Moves	6,705	-	-	-	(6,705)	-
Mental health work	2,500	50,000	-	-	(52,500)	-
Development	25,000	25,000	-	-	(25,000)	25,000
Support costs	10,000	72,776	-	-	(72,186)	10,590
Total restricted funds	**124,438**	**317,382**	**-**	**-**	**(336,113)**	**105,707**
Total funds	**425,074**	**2,495,792**	-	**(753)**	**(2,001,891)**	**918,222**

16. Analysis of net assets by funds

	Unrestricted funds £	Designated funds £	Restricted funds £	Total £
Fixed assets	55,654	52,615	-	108,269
Current assets	606,968	390,000	105,707	1,102,675
Current liabilities	(292,722)	-	-	(292,722)
Long-term liabilities	-	-	-	-
	369,900	**442,615**	**105,707**	**918,222**

Notes to the financial statements for the year ended 31 March 2021

17. Comparatives for the statement of financial activities

The Eikon Charity statement of financial activities for the year ended 31 March 2020 (incorporating income and expenditure account)

	General funds £	Designated funds £	Total unrestricted funds £	Restricted funds £	**Total funds 2020** £	Total funds 2019 £
Income and endowments						
Donations and legacies	281,581	-	281,581	264,284	**545,865**	361,308
Charitable activities	1,195,910	-	1,195,910	70,000	**1,265,910**	1,318,848
Investment income	2,678	-	2,678	-	**2,678**	2,598
Total income	**1,480,169**	**-**	**1,480,169**	**334,284**	**1,814,453**	**1,682,754**
Expenditure						
Raising funds	123,903	-	123,903	-	**123,903**	129,304
Charitable activities	1,333,357	25,694	1,359,051	412,387	**1,771,438**	1,638,344
Total expenditure	**1,457,260**	**25,694**	**1,482,954**	**412,387**	**1,895,341**	**1,767,648**
Net income/(expenditure) before investments gain/(loss)	**22,909**	**(25,694)**	**(2,785)**	**(78,103)**	**(80,888)**	**(84,894)**
Net loss on investments	787	-	787	-	**787**	(1,456)
Net income/(expenditure) after investments gain/(loss)	**23,696**	**(25,694)**	**(1,998)**	**(78,103)**	**(80,101)**	**(86,350)**
Transfers between funds	6,414	(6,414)	-	-	-	-
Net movement in funds	**30,110**	**(32,108)**	**(1,998)**	**(78,103)**	**(80,101)**	**(86,350)**
Reconciliation of funds						
Total funds brought forward 1 April 2019	200,372	102,262	302,634	202,541	505,175	591,525
Total funds carried forward 31 March 2020	**230,482**	**70,154**	**300,636**	**124,438**	**425,074**	**505,175**

Special thanks

We are incredibly grateful to everyone, including the following individuals and organisations, whose significant grants, donations, or pro bono support are helping to make life better for vulnerable young people in Surrey:

- Aidan and Colette Clegg
- BBC Children in Need
- Borrows Charitable Trust
- BUPA UK Foundation
- Byfleet United Charity
- Chobham Bly Lawson Youth Fund
- Community Foundation for Surrey
- ExPat Foundation
- Freddie Green Family Charitable Trust
- Guildford Poyle Charities
- Hamamelis Trust
- Heathrow Community Trust
- Jonathan Bayliss
- Masonic Province of Middlesex Charitable Trust
- Office of the Police and Crime Commissioner for Surrey
- Paul and Gill Kendrick
- Peter Wilson
- Richard Davies Charitable Trust
- St Faith's Trust
- Surrey County Council
- Surrey Heath Borough Council
- The Clothworkers' Foundation
- The Colman Charitable Trust
- The Edward Gostling Foundation
- The National Lottery
- The #iwill Fund
- The Ratcliffe Charitable Trust
- The Souter Charitable Trust
- Walton Charity





The Eikon Charity inspires and transforms the lives of children and young people in Surrey.

Eikon is an award-winning charity that has been working in local Surrey communities for over two decades. We provide long-term support to some of the county's most vulnerable young people.

Our mission is to empower and support young people in Surrey to have the wellbeing and resilience they need to thrive.

The Eikon Charity
Selsdon Road,
New Haw,
Addlestone,
Surrey
KT15 3HP

01932 347434
info@eikon.org.uk
eikon.org.uk



/eikoncharity
@eikoncharity
eikoncharity