SERVICE SIX

England & Wales · Charity number 1132490

Details

Status	Registered
Legal form	Charitable company
Company number	06740611
Registered	2009-11-05
Register	View on the Charity Commission register

Contact

Address	15 Sassoon Mews Wellingborough Northamptonshire NN8 3LT
Phone	01933277520
Email	referrals@servicesix.co.uk
Website	www.servicesix.co.uk

Activities

Objects: PROVIDE ADVICE AND SUPPORT TO THE CHILDREN, YOUTH, FAMILIES AND COMMUNITIES OF NORTHAMPTONSHIRE AND THE SURROUNDING AREAS THROUGH THE PROVISION OF COUNSELLING SERVICES, WORKAND EDUCATIONAL WORKSHOPS, CONFERENCES AND INFORMATION CAMPAIGNS RELATING TO YOUTH, FAMILY ISSUES AND SEXUAL HEALTH.

Activities: Wide range of professional services for children, young people, adults, families and communities of Northamptonshire and surrounding areas. Services include therapy, support, projects, interventions, prevention and reduction of; anti-social behaviour; and online sexual abuse and exploitation. We also provide advocacy, information, campaigns, educational workshops, conferences and group work.

Classification

- **How:** Provides Human Resources, Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information, Sponsors Or Undertakes Research, Other Charitable Activities
- **What:** Education/training, The Advancement Of Health Or Saving Of Lives, The Prevention Or Relief Of Poverty, Amateur Sport, Economic/community Development/employment, Other Charitable Purposes
- **Who:** Children/young People, People With Disabilities, Other Defined Groups

Downloaded from opencharities.uk/ew/1132490

Geography

- **Area of benefit:** NORTHAMPTONSHIRE
- Throughout England

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£1,682,557	£1,616,927	£952,793	28
2024-03-31	£1,660,954	£1,533,633	£887,163	25
2023-03-31	£1,604,238	£1,465,003	£759,842	25
2022-03-31	£1,256,079	£1,194,382	£620,607	22
2021-03-31	£825,820	£789,106	£558,910	19

Trustees

Name	Role	Appointed
David Walker	Chair	2024-02-05
Alexandra Butt		2024-02-05
Christopher Hill		2023-01-10
George Hook		2025-11-24
Kirsti Edmead		2025-06-02
Luke Bowers		2025-01-27
Tonya Kingham		2020-10-14
Tracey Walton		2025-07-21

Downloaded from opencharities.uk/ew/1132490

SERVICE SIX

England & Wales - Charity number 1132490

Accounts

SERVICE SIX ANNUAL REPORT 2024-25

Service Six

Changing Lives • Creating Futures

Registered Charity Number: 1132490
Registered Company Number: 6740611

WELCOME TO THE SERVICE SIX ANNUAL REPORT 2024–2025

This report brings together our key achievements and activities during the year from April 2024 to March 2025. It offers an overview of how we've worked to achieve our mission and uphold our values in the work we do supporting children, young people, and families. It reflects the hard work and dedication of our team, as well as the continued support of those who work with us to improve young lives.

This Annual Report combines both the Trustees' statutory reporting requirements and additional narrative information designed to present the charity's activities, achievements and impact during the year. The audited Financial Statements and Independent Auditors' Report are included in the final section of the report.

We are proud to share this overview of our work, and deeply grateful to our staff, volunteers, funders, and partners who make it all possible

LEGAL INFORMATION

Registered Charity Number: 1132490

Registered Company Number: 6740611

Address: 15 Sassoon Mews, Wellingborough, Northamptonshire, NN8 3LT

Website: www.servicesix.co.uk

Also available on Facebook, Instagram and LinkedIn

Chief Executive
Emma Campion

Board of Trustees
David Walker - Chair
Chris Bailey - Treasurer (until June 25)
Alex Butt - Trustee
Chris Hill - Vice Chair
Luke Bowers - Trustee (since February 25)
Matt Coleman - Trustee
Tonya Kingham - Trustee
Carole Fitzsimons - Chair (until October 24)
Jemma Keegan - Trustee (until November 24)
Kirsti Edmead - Trustee (since June 25)
Tracey Walton - Trustee (since July 25)

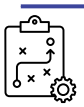
Patron
Nazir Afzal OBE

Auditors
Shaw Gibbs (Audit) Limited
Eagle House,
28 Billing Road,
Northampton,
Northamptonshire,
NN1 5AJ

Solicitors
Tollers Solicitors,
2 Castilian Street,
Northampton,
Northamptonshire,
NN1 1JX

Bankers
NatWest Bank PLC,
40 Market Street,
Wellingborough,
Northamptonshire,
NN8 1AD

CONTENTS:

	Legal Information	1
	Welcome	1
	Message from the CEO	3
	Trustees report	4
	Local and National statistics	5
	What, who, why, how	6
	Our year at a glance - Service Six statistics	7
	Staff testimonials	9
	Mission, Vision, Values	11
	Principal projects and interventions	13
	Snapshots from the team	15
	Achievements and successes	17
	Future aims	19
	Strategy	20
	Structure Governance and Management	21
	Auditors report	30
	Statutory accounts	35
	Thank you	54

MESSAGE FROM THE CEO

Service Six is a charity dedicated to supporting children, young people, and their families through some of the most difficult times in their lives. Since 1979, we've been here to offer life-changing, and often life-saving, services across Northamptonshire and surrounding areas.

At the heart of everything we do is a simple but powerful goal: to help young people live healthier, happier, and safer lives. We focus on improving mental health and wellbeing, building resilience, and being a consistent source of support for those who need us most. This past year, like so many before it, has come with its challenges. But as always, the Service Six team has met them with dedication, care, and a deep sense of purpose. We continue to learn and grow, shaped by the voices and needs of those we support. Their stories guide us, and their strength inspires us to keep pushing forward.

We're proud of the difference we make every day. We're proud of the futures we help create, and the lives we help change.

To everyone who has stood beside us - our volunteers, staff, trustees, and supporters - thank you. Your time, energy, and belief in our work means everything. We truly couldn't do it without you.



Emma Campion, CEO

TRUSTEES REPORT

The Trustees are pleased to present their annual report and financial statements for the year ended 31st March 2025. These documents also meet the requirements of a Directors' Report and Accounts in accordance with the Companies Act.

OBJECTS AND ACTIVITIES

The charity's Purpose, as outlined in the Objects set out in the Memorandum of Association, is to:

> *Provide advice and support to the children, youth, families and communities of Northamptonshire and the surrounding areas through the provision of counselling services, work, wellbeing support and educational workshops, conferences and information campaigns relating to youth, family issues, and sexual health.*

OUR APPROACH

> *We are listening to children and young people to directly respond to their voices, needs and priorities*

ENSURING OUR WORK ACHIEVES ITS AIMS

Each year, we review our aims, objectives, and activities to assess our impact and ensure alignment with our stated charitable purpose. This process involves:

- Reflecting on the outcomes and achievements of each service and project
- Evaluating how well each activity contributes to positive change for the children, young people, and families we support
- Using outcome measures collected at the beginning and end of our work with beneficiaries to track progress and assess impact

This evidence-based approach helps us understand the difference our services make and how they can be improved. We have referred to the Charity Commission's guidance on public benefit when reviewing our aims and planning future activities. The Trustees have considered how all planned work contributes meaningfully to the charity's objectives and ensures that public benefit remains central to our mission.

THERE ARE:

14,585 5-17 YEAR OLDS IN NORTHAMPTONSHIRE WITH A MENTAL HEALTH DISORDER

(PUBLIC HEALTH ENGLAND 2022)

78,577 YOUNG PEOPLE WERE WAITING OVER A YEAR FOR NHS MENTAL HEALTH TREATMENT IN ENGLAND.

(YOUNGMINDS.ORG.UK 2023/24)

44% OF THESE WERE WAITING OVER TWO YEARS.

59% REPORT THEIR MENTAL HEALTH GETTING WORSE WHILST WAITING FOR SUPPORT.

1 IN 5 CHILDREN AND YOUNG PEOPLE AGED 8-25 HAVE A PROBABLE MENTAL HEALTH DISORDER

(DIGITAL.NHS.UK 2023)

IN 2022 SUICIDE WAS THE LEADING CAUSE OF DEATH FOR PEOPLE AGED 5-35 IN ENGLAND

(PAPYRUS-UK.ORG)

COMPARED TO THE NATIONAL AVERAGE, THERE ARE HIGHER RATES OF EMERGENCY HOSPITAL ADMISSIONS FOR SELF-HARM IN NORTHAMPTONSHIRE. RATES ARE SIGNIFICANTLY HIGHER IN WEST NORTHANTS. (FINGERTIPS.PHE.ORG.UK)

WHAT WE DO

Provide advice and support via counselling services, youth support work and educational workshops

WHO WE HELP

Children, young people and their families across Northamptonshire, Leicestershire, Lincolnshire and Milton Keynes

HOW WE DO IT

By creating a nurturing environment that prioritises the wellbeing of children and young people, by listening and responding to their voices, needs and priorities.

WHY WE DO IT

Because we are passionate about providing accessible and timely mental health services for children and young people.

OUR YEAR AT A GLANCE

8270 THERAPY SERVICE SESSIONS

8025 NON-CLINICAL SUPPORT SESSIONS

102 DROP-IN SESSIONS

90.3% REPORTING IMPROVED WELLBEING

16,295 TOTAL 1:1 SESSIONS DELIVERED

2 NEW PROJECTS

4563 REFERRALS RECEIVED (27% INCREASE)

3738 CONTACTS ACROSS WORKSHOPS AND GROUPWORK

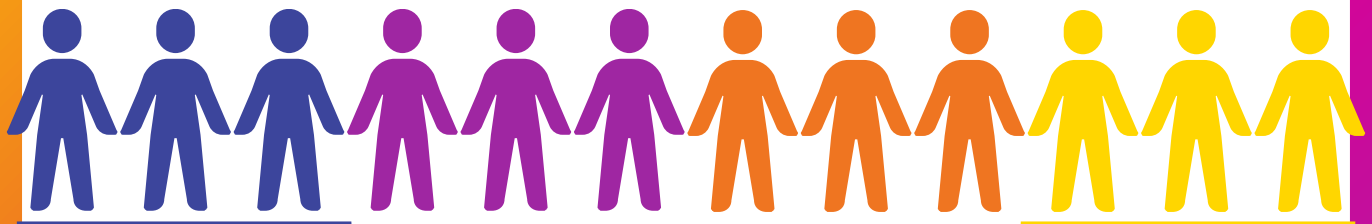
5270 SAFEGUARDING CONCERNS RAISED

886 CONTACTS ACROSS GROUP BASED ACTIVITIES

137 GROUP BASED ACTIVITIES

SERVICE PROVISION

Service Six offers support through four key service areas, providing young people with access to the help they need. Once referred, they are placed on a waiting list for the most suitable support. In the meantime, they're welcome to access drop-in sessions. Both drop-in sessions and group based activities can be accessed either independently or as a complement to our Therapy Service and Non-Clinical Support programmes, with no referral needed.





Non-clinical Support Work

Emotional Wellbeing projects for young people (5-25 years)
Northamptonshire Support After Suicide Service SASS (no age limit)

Therapy Service

Play therapy (5-7 years)
Happy Heads Talking Therapy (8-10 years)
Counselling (11-18 years)

Drop-ins

Ad-hoc emotional, mental health and wellbeing support (8-18 years)

Group-based Activities

Kids on the Mews Youth club (5-10 years10
LGBTQ+ Group (11-18 years)
LGBTQ+ 18+ social group (18-25 years)

WHAT OUR COLLEAGUES

A kind and friendly environment

The support we offer to children and young people and families and seeing the impact this has for the positive. Also the great team work and support in place for those that work here.

I really enjoy working with a young person when they are really trying to change their life. It is the best feeling when they are engaging and responding and starting to see their hard work provide results for them.

Seeing positive changes in young people

I am very privileged to do the role I do. It feels like a family. There is room to professionally progress.

I enjoy supporting staff to support young people

I like the way that everyone is listened to and everyone is always looking at new ways to improve the service. I feel safe and really appreciate the support the team offer each other.

ENJOY ABOUT WORKING AT SERVICE SIX

Seeing the difference I can make

I enjoy the support that I know is there from the team at Service Six. My main role can be challenging at times, but I know that I can always talk to the team to debrief or to ask for their perspective and professional opinion. I like that Service Six is a team and we look out for each other and genuinely care about our work and each other.

Flexibility for good work-life balance

I thoroughly enjoy working with the most amazing team, everyone is so dedicated to helping Young people and families.

I love the team vibe and that everyone looks out for each other and wants to pitch in. I also love that everyone is passionate about creating a great service for the benefit of young people.

I am proud to say that I work for Service Six

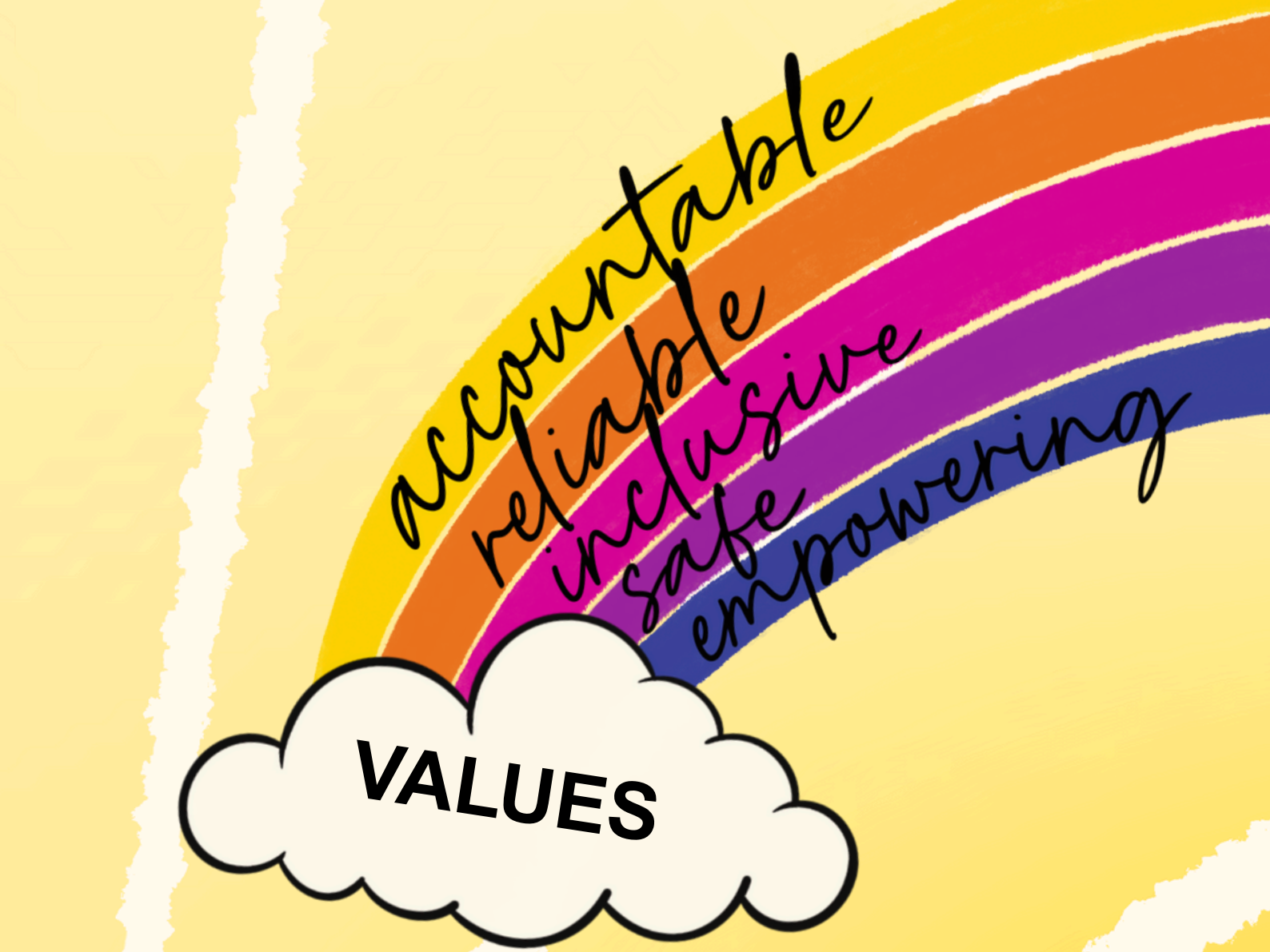
I enjoy being able to support young people with their worries and challenges.

PURPOSE

To provide advice and support to the children, youth, families and communities of Northamptonshire and the surrounding areas through the provision of counselling services, work and educational workshops, conferences and information campaigns relating to youth, family issues and sexual health.

MISSION

At Service Six, we provide accessible, timely mental health and wellbeing support for children and young people, ensuring their voices are central to our approach. Guided by our values of accountability, reliability, inclusivity, safety, and empowerment, we create an environment focused on mental health and continuous improvement. Through professional services and collaborations, supported by diverse funding, we aim to empower young people to lead healthy, resilient lives.



VALUES

VISION

At Service Six, we envision a world where every child and young person has access to timely, compassionate mental health support. We are committed to empowering young people by placing their voices at the heart of everything we do, fostering a safe, inclusive, and supportive environment. Through continuous improvement and collaborative efforts, we aim to create lasting impact, helping young people lead healthy, resilient lives.

PRINCIPAL PROJECTS AND INTERVENTIONS

NORTHAMPTONSHIRE

Caring Connections - Improving mental health, education and employment outcomes for Children in Care and Care Leavers.

Emotional Wellbeing and Mental Health Support, Counselling and Therapy for Children and Young People living in East Northamptonshire and Wellingborough. (including Adults in East Northamptonshire; includes a wide range of contracts).

Espresso Yourself Wellbeing Cafe - Weekly drop-in sessions in Wellingborough and Raunds for young people and their families who find themselves in an emotional crisis and require immediate support.

Happier Families - Family Support and Wellbeing Programme.

Happy Heads Under 11s Service - Supporting primary school aged children to build emotional resilience and develop a healthy mind so they can be happier and healthier. Talking therapy and play therapy.

Kidz on the Mews - Safe place for Children and Young People to make friends and have fun.

N-SASS - Northamptonshire Support After Suicide Service providing access to timely and appropriate support for people living anywhere in Northamptonshire of any age who are bereaved or affected by suicide.

OPAL - Therapeutic support for Young People who self-harm.

OUT THERE Wellingborough - Youth Group for Young People who identify as LGBTQ+.

Post Sexual Abuse Pathway (PSAP) - Therapeutic services for Children and Young People who are survivors of sexual abuse/violence.

Rapid Response - Therapeutic support for Young People who visit A&E with self-harm issues or who have been identified as requiring immediate emotional support.

TARGET - Targeting And Reducing Grooming, Exploitation and Trading of Children and Young People Online (sexual and criminal exploitation and abuse)

Teen Clinic - Teen Clinic Daventry provides a neutral space where young people aged 11-18 who live in Daventry, and/or access secondary education in Daventry, can access health services and resources regarding general physical and mental wellbeing, sexual health and contraception. They will be able to obtain advice, support and signposting in the management of their current difficulties.

Youth Court Solutions - 'At Court' Problem Solving Service based at the Wellingborough Youth Justice Centre.

LEICESTERSHIRE

Post Sexual Abuse Pathway (PSAP) - Therapeutic services for Children and Young People who are survivors of sexual abuse/violence

EMERALD - Emotional wellbeing and mental health support to increase resilience and reduce anxiety

LINCOLNSHIRE

Post Sexual Abuse Pathway (PSAP) - Therapeutic services for Children and Young People who are survivors of sexual abuse/violence

MILTON KEYNES

OPAL - Therapeutic support for Young People who self-harm.

Stepping Stones - support provision for young people transitioning from Mental Health Inpatient Services to Community Integration

SNAPSHOTS FROM THE TEAM

A DAY IN THE LIFE OF A CEO



Being the CEO of a charity is a unique and often unpredictable role. It is about balancing long-term vision with immediate needs, and means wearing many different hats; leader, advocate, problem-solver, listener and more. Every day brings something new, and no two days are ever quite the same.

The day usually begins early, with time to review priorities, respond to urgent emails, and mentally prepare for the hours ahead. Mornings often include meetings with team members, where we discuss everything from service delivery to staff wellbeing, fundraising, and community engagement.

There are also plenty of moments that require quick decisions - sometimes under pressure. Whether it's a funding gap, a staffing issue, or an unexpected challenge in one of our services, there's often a need to act decisively while keeping the bigger picture in mind.

Throughout the day, I try to stay connected to the heart of our work. That might mean reading feedback from someone we've supported, speaking to frontline staff, or hearing the real-life impact of what we do. Those moments are the most grounding, and they remind me why this work matters.

By the end of the day, the to-do list is rarely finished, but that's the nature of leading a charity. It's not a job you leave behind at the office door. It's a responsibility, and a privilege, that comes with deep commitment and, often, deep emotion.

The days are full, the challenges are real, but so is the purpose. And that's what keeps me going.

SNAPSHOTS FROM THE TEAM

I am privileged to work in a wide range of projects and age groups:

- Happy Families - working closely with families to enhance communication.
- Support + - working with young people who need that extra support with coping strategies for issues such as anger or anxiety.
- Youth Court Solutions - supporting young people in the Youth Justice system.
- Trauma Response Northamptonshire - working with young people and families who would like to access support to deal with past experiences.
- Happy Heads - working with Primary aged children to support them with strategies.

Every day is a high when young people attend their sessions. Lows are when they obviously need support but are not quite ready to engage, but I make sure I give them the choice to come back or re-refer. It can be hard when you are sending young people back into situations they have no control over.

A DAY AS A YOUTH SUPPORT WORKER

My day usually looks like driving around and popping in and out of different schools seeing young people and children on different fund codes. My day can be quite diverse: going to a primary school to play games and help a six-year-old practise deep breathing when anxious about leaving mum; then to a GP surgery to support a sixteen-year-old on the Opal project who isn't ready to talk but benefits from quiet colouring and mindfulness; and finally to a secondary school to help a young person in crisis create a safety plan to stay safe. This diverse work inevitably comes with highs and lows as clients sometimes resist support or share intense personal feelings. but also celebrate the wins, however small.

ACHIEVEMENTS AND SUCCESSES

At Service Six, we are committed to delivering high-quality services that align closely with our charitable purpose, aims, and objectives. We actively seek feedback from key stakeholders to inform our service development, and we routinely monitor the performance of all projects and services as part of our Board and Management's performance oversight.

We have updated our values to reflect our growth and development





Increased levels of staffing due to a higher demand for work

Additional funding for our Happy heads project was secured, meaning we can now fund talking therapy and play therapy, so more young people can be seen.



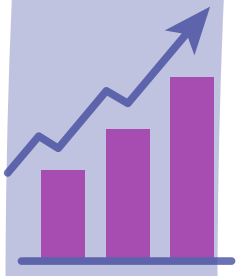
We are now able to self-fund projects as well: Opal in Northants, and our LGBTQ+ over 18s group





We have welcomed new trustees, including a new chair

27% increase in referrals



MOMENTS OF SUCCESS

Success isn't just about the numbers and the finance. When we ask our staff about their biggest successes, the answer is usually around the difference they can make to a young person's life...

When you can see the improvement in a young person week after week.

A phone call from a parent to say how grateful they are that I have been able to help.

When a young person or parent says they feel better after talking to me.

Receiving feedback from a young person or parent about the improvement our support has had. It makes me feel proud of my work and the overall work we do.

Receiving a text message from a parent saying that they have seen a positive difference in their child since working with me.

It's great to feel like I'm playing a small but important part in this amazing charity

Working with a client who despite having had previous support was now ready to make some changes and able to accomplish this for herself. This felt like a moment of success, mostly for her, but also for Service Six as we were there for her along her journey when she needed us.

Pushing the boundaries of my comfort zone and growing in confidence.

FUTURE AIMS

Service Six will continue to build an accessible service for all beneficiaries who need support, and we will continue to build relationships with funders to be able to fund that much-needed support.

The future aims of Service Six are to:

- **Deliver mental health and wellbeing support to children and young people**
- **Continue working with existing partnerships, and developing new alliances**
- **Continue consulting with children and young people and listening to their needs.**
- **Continue seeking funding and developing partnerships to enable Service Six to develop mental health support to Children, young people, families and communities.**

Aligned to our Purpose, our Trustees continue to review Service Six's strategy and financial position and are seeking opportunities to extend our services using free reserves. This will be used to help identify gaps in service provisions, where possible bridging those gaps to ensure the much-needed support is available for as many children and young people as possible.

Service Six

STRATEGY

01. Wellbeing

Offering a range of accessible Wellbeing support for Children and young people in our local communities.

02. Activities

Promoting and delivering peer support groups and opportunities in the communities.

03. Counselling

Offering counselling support for children and young people in our local communities.

04. Projects

Focusing on the needs of the Children and young people and providing the much needed support around the identified needs.

05. Training

Ensuring our work force is equipped to delver the support that is required.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

The organisation is a charitable company limited by guarantee, incorporated on 4 November 2008 and registered as a charity on 5 November 2009. It operates under its Memorandum and Articles, which set out the charity's objects, powers and rules of governance. Prior to incorporation, the charity operated as an unincorporated registered charity from 1979.

Organisational Governance

Our governance framework is centred on the Board of Trustees, which provides strategic oversight and ensures accountability across all aspects of the charity's operations. The Board meets formally in person every two months, with strategic and corporate decision-making aligned to the meeting schedule.

The Board consists of a Chair, Vice-Chair, and Treasurer—each appointed by the Board—as well as up to nine additional Trustees. Trustees are formally appointed at the Annual General Meeting (AGM) to serve a three-year term and may serve a maximum of four terms. New Trustees participate in a structured induction programme, which they complete at their own pace, to ensure a comprehensive understanding of Service Six, its operations, and the duties of trusteeship.

To enhance oversight and streamline governance, the Board discontinued its standing committee structure during the year. The responsibilities of the former committees have been absorbed into the Board's core agenda. However, the Board has established a People Committee, chaired by the Vice-Chair, which convenes as needed. Its Terms of Reference focus on matters related to human resources, including the review of people policies, remuneration and reward oversight, and recommendations for improvements to employment terms and conditions. Unless explicitly delegated, all decisions and proposals are subject to full Board approval.

Recognising that certain issues require detailed analysis and development outside of formal meetings, the Board establishes time-limited working groups as necessary to examine specific topics and prepare recommendations. All such proposals must be submitted for formal Board approval prior to implementation.

Board meetings are attended by the Chief Executive (CEO), who is directly accountable to the Board, and the two other members of the Senior Leadership Team (SLT), one of whom acts as Board Secretary. The Board has approved a Scheme of Delegation, clarifying the responsibilities of the CEO and senior leaders and delineating matters reserved for Board determination.

To maintain ongoing engagement and information flow between formal meetings, the SLT prepares a written update report and hosts an online Board briefing, led by the CEO, during the intervening months. Trustees are also encouraged to attend operational briefings and events where appropriate, although some are restricted due to safeguarding and confidentiality requirements. This engagement supports Trustees' understanding of the charity's day-to-day work and the evolving needs of the communities and beneficiaries we serve.

Each month, the CEO conducts a formal financial review with at least one Trustee, including validation of financial transactions (e.g., payroll), and reconciliation of cash and investment holdings. Documented reconciliations are subsequently shared with the full Board for transparency and assurance.

Looking ahead to 2025/26, the Board remains committed to enhancing governance practices. Key areas of focus will include the adoption of additional technology to improve information accessibility for Trustees and the expansion of routine reporting. The Board will undertake a formal assessment of its governance performance against the Charity Governance Code, implementing actions to address any identified areas for improvement. In parallel, the Board and SLT will lead a strategic refresh process to ensure Service Six remains aligned with its mission and responsive to emerging challenges.

Recruitment and Appointment of Trustees & Key Personnel

Trustees of Service Six are recruited and appointed in accordance with the charity's Recruiting Trustees & Personnel Policy and associated succession planning processes. The Board seeks to appoint trustees with additional or specialist skills to complement the existing expertise and to ensure effective governance. All appointments are made in accordance with the regulations of the Charity Commission for England & Wales and Companies House. Remuneration for key management personnel is set by the Trustees, using external benchmarking data from comparable charities of a similar size and complexity. This is reviewed annually by the People Committee.

Related Parties

Related party transactions are disclosed in Note 19 to the financial statements. The charity does not have any related parties in respect of umbrella, affiliated or associated companies or organisations. Service Six is a member of the British Association of Counselling & Psychotherapy (BACP), Youth Access, National Youth Agency, Northamptonshire Chamber, Association of Chief Executives of Voluntary Organisations (ACEVO), Commsortia Northamptonshire, National Council for Voluntary Organisations (NCVO), National Counselling Society and the REACH Collaboration.

Service Six also works in partnership with a wide range of corporate, statutory and voluntary sector organisations, as detailed throughout this report.

Public Benefit Statement

The Trustees confirm that they have complied with their duty under section 17 of the Charities Act 2011 to have due regard to the Charity Commission's published guidance on public benefit when exercising their powers and duties.

The primary charitable activities carried out during the year to provide public benefit is in relation to advancing mental health and wellbeing, promoting community interests, assisting the young and advancing education.

Risk Management

The Trustees undertake regular risk assessment in consultation with the Chief Executive.

In response to increasing service demand, as in 2023–24 the primary operational risk identified for 2024–25 is the ongoing challenge of maintaining adequate workforce capability and capacity to ensure the effective delivery of services. To address this, Service Six continues to invest strategically in recruitment, training, and professional development to meet growing needs and mitigate associated risks.

Recognising the potential impact of unmet demand, the Charity also directs investment towards service areas not currently funded by commissioners. Notably, this includes the Opal Project, which offers therapeutic support to young people who self-harm, and a dedicated LGBTQ+ social group for young adults. These initiatives reflect Service Six's commitment to bridging service gaps and ensuring inclusivity.

Supported by a robust reserves policy and strong operational leadership, the Charity remains focused on sustaining core service delivery while actively pursuing opportunities for careful service expansion.

Additionally, emerging risks are being monitored in relation to changes in the commissioning and funding landscape, influenced by developments within the NHS and shifting local and national political priorities. The CEO and senior leadership team are proactively engaging with commissioners and stakeholders to understand potential implications and prepare responsive mitigation strategies. The Board has affirmed its readiness to deploy free reserves, if necessary, in support of these mitigation efforts.

The Board conducts a formal review of the organisation's Risk Register on a bi-monthly basis to ensure timely oversight and governance.

In accordance with fundraising regulations, Service Six confirms that it has not carried out any significant fundraising activities during the year.

Principal Funding Sources

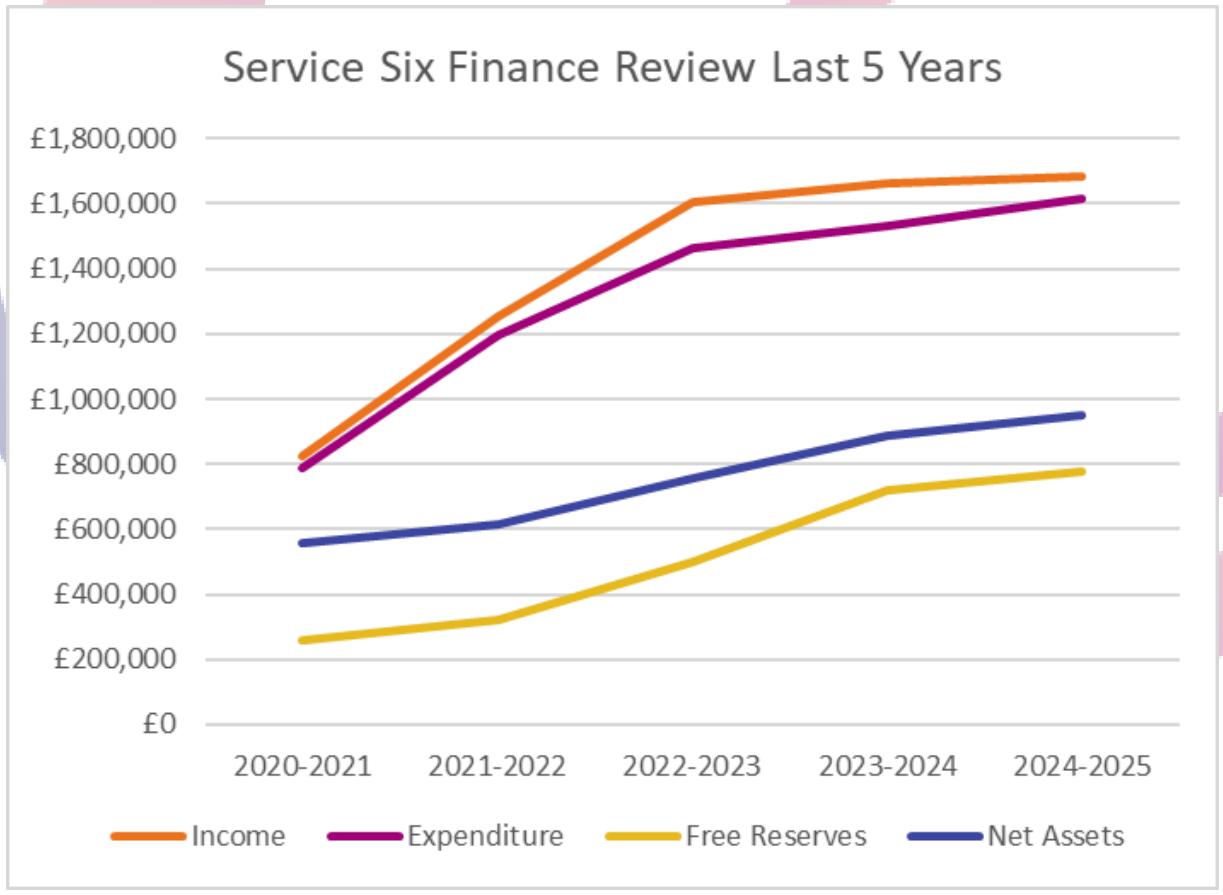
The charity's principal funding sources and the application of these funds towards its charitable objectives are detailed within this report and accompanying financial statements.

Significant Events

During the financial year, the charity did not experience any significant events that impacted its financial position.

Financial Review

During the year, total income increased to £1,682,557 (2024 - £1,660,954) representing a 1.3% increase on 2023–24. With expenditure on charitable activities of £1,616,927 (2024 - £1,533,633) growing by 5.4%, this resulted in a reduced surplus for the year of £65,630, (2024 - £127,321). Total funds carried forward at the balance sheet date amounted to £952,793, (2024 - £887,163) of which £13,867 (2024 - £19,360) represents restricted funds. The following graph provides an overview of the Charity's financial position over the past five years.



Reserves Policy

Income, expenditure and reserve levels are reviewed regularly as part of the charity's financial monitoring processes, and the Trustees continue to review reserves in line with projected activity levels and operational needs. The Board is committed to applying unrestricted free reserves to furthering the Objects of the Charity, for instance in funding unmet demand through additional resourcing where appropriate. The Board may also establish project-specific reserves for clearly defined major initiatives, where expenditure requirements can be forecast with reasonable accuracy and are aligned with the Charity's strategic objectives.

At 31 March 2025, the free reserves balance stood at £938,190 (2024 - £866,331). Free reserves are calculated as unrestricted general funds, excluding illiquid fixed assets.

It is the charity's policy to maintain reserves equivalent to six months of core running costs. For the financial year, this equated to £452,707 (2024 - £423,359) (excluding depreciation, subcontractor and sessional costs, which are covered by project-specific income).

Additionally, £103,000 was designated for redundancy provision (2024 - £90,000), and £60,000 (2024 - £60,000) designated for the ethical completion of therapeutic service obligations, should the charity cease operations. These designated funds are not available for general charitable purposes at year-end.

Redundancy costs are recognised when a legal or constructive obligation arises, and where such obligations can be reliably measured. Therapeutic completion costs reflect an estimate of costs required to meet outstanding service obligations in the event of closure.

After accounting for these designated funds, the general unrestricted fund stands at £775,926 (2024 - £717,803). The current free reserves therefore represent approximately ten months of operating costs.

Responsibilities of the Trustees

The Trustees, who are also Directors of the Charity for the purposes of the Companies Act 2006, present their report together with the financial statements for the year ended 31 March 2025.

The Trustees have prepared these financial statements in accordance with applicable law and regulations, including Accounting and Reporting by Charities: Statement of Recommended Practice (SORP), Financial Reporting Standard 102 (FRS 102), and the Companies Act 2006.

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the charity's financial activities during the year and its financial position at the year-end. In preparing these statements, the Trustees are required to:

- Select suitable accounting policies and apply them consistently;
- Observe the principles set out in the Charities SORP;
- Make reasonable and prudent judgements and estimates;
- State whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- Prepare the financial statements on the going concern basis, unless it is inappropriate to assume that the charity will continue operating.

The Trustees are responsible for ensuring that adequate accounting records are maintained which disclose, with reasonable accuracy, the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006, the Charities Act 2011, and the Charity (Accounts and Reports) Regulations 2008.

They are also responsible for safeguarding the assets of the charity and for taking reasonable steps to prevent and detect fraud and other irregularities.

Statement of Disclosure to Auditors

In so far as the Trustees are aware:

- There is no relevant audit information of which the charity's auditor is unaware; and
- The Trustees have taken all steps necessary to ensure that they are aware of any relevant audit information and that the charity's auditor is aware of that information.

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

Signed by order of the Trustees:



David Walker - Chair
29th September 2025

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF SERVICE SIX

Opinion

We have audited the financial statements of Service Six (the 'charitable company') for the year ended 31 March 2025 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement 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 (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

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, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'; 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 Auditors' 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 charitable company'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 trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

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.

In connection with our audit of the financial statements, 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.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- the information given in the Report of the Trustees is inconsistent in any material respect with the financial statements; or
- the charitable company has not kept adequate accounting records; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, 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.

Our responsibilities for the audit of the financial statements

We have been appointed as auditors under Section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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 a Report of the Independent Auditors 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.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

We obtained an understanding of the legal and regulatory frameworks within which the charity operates, focusing on those laws and regulations that have a direct effect on the determination of material amounts and disclosures in the financial statements. The laws and regulations we considered in this context were the Charities Act 2011, United Kingdom Generally Accepted Accounting Practice and relevant Taxation legislation.

We identified the greatest risk of material impact on the financial statements from irregularities, including fraud, to be the override of controls by management and the understatement of revenue. Our audit procedures to respond to these risks included inquiries of management about their own identification and assessment of the risks of irregularities, sample testing on the posting of journals, reviewing meeting minutes, regulatory correspondence and professional fees, detailed substantive testing on the completeness of income, and reviewing accounting estimates for biases. We will also review the regulatory correspondence with the Charity Commission.

Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. We are not responsible for preventing non-compliance and cannot be expected to detect non-compliance with all laws and regulations.

These inherent limitations are particularly significant in the case of misstatement resulting from fraud as this may involve sophisticated schemes designed to avoid detection, including deliberate failure to record transactions, collusion or the provision of intentional misrepresentations.

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

Use of our report

This report is made solely to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's trustees those matters we are required to state to them in an auditors' 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 trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Shaw Gibbs (Audit) Limited, Statutory Auditor
Eligible to act as an auditor in terms of Section 1212 of the Companies Act 2006
Eagle House
28 Billing Road
Northampton
Northamptonshire
NN1 5AJ

Date: 1 October 2025

STATUTORY ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2025

SERVICE SIX
FOR THE YEAR ENDED 31 MARCH 2025
STATEMENT OF FINANCIAL ACTIVITIES
(Incorporating an income and expenditure account)

	Note	Unrestricted Funds £	Restricted Funds £	Total 2025 £	Total 2024 £
Income and endowments from					
Donations and legacies	**1**	30,035	0	30,035	32,174
Income from investments	**2**	35,667	0	35,667	27,319
Incoming resources from Charitable activities					
Income from Charitable activities	**3**	1,450,736	166,119	1,616,855	1,601,461
Total income and endowments		1,516,438	166,119	1,682,557	1,660,954
Expenditure on					
Charitable activities	**4**	1,445,315	171,612	1,616,927	1,533,633
Total expenditure on Charitable activities		1,445,315	171,612	1,616,927	1,533,633
Net income/(expenditure) for the year		71,123	(5,493)	65,630	127,321
Balances brought forward at 1 April 2024		867,803	19,360	887,163	759,842
Balances carried forward at 31 March 2025		938,926	13,867	952,793	887,163

The company has no recognised gains or losses other than those included in the surplus above.

There were no discontinued operations. The notes on the following pages form part of these financial statements.

SERVICE SIX
STATEMENT OF FINANCIAL POSITION AS AT 31 MARCH 2025

Registered Company Number **06740611**
Registered Charity Number **1132490**

	Note	Unrestricted Funds £	Restricted Funds £	Total 2025 £	Total 2024 £
Fixed Assets					
Office furniture	**8**	734	0	734	1,470
Computer equipment	**8**	1	0	1	1
Improvements to leased premises	**8**	1	0	1	1
Total Fixed Assets		736	0	736	1,472
Current Assets					
Debtors and prepayments	**9**	212,202	1,884	214,086	92,606
Investments	**15**	864,259	0	864,259	684,036
Cash at bank and in hand		284,721	64,219	348,940	364,420
		1,361,182	66,103	1,427,285	1,141,062
Creditors Amounts falling due within one year	**10**	(422,992)	(52,236)	(475,228)	(255,371)
Net current assets		938,190	13,867	952,057	885,691
Total assets less current liabilities		938,926	13,867	952,793	887,163
Funds					
Unrestricted funds:	**12**				
Designated funds				163,000	150,000
General unrestricted funds				775,926	717,803
Restricted funds	**11**			13,867	19,360
				952,793	887,163

SERVICE SIX
STATEMENT OF FINANCIAL POSITION AS AT 31 MARCH 2025 (continued)

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2025.

The members have not deposited notice, pursuant to Section 476 of the Companies Act 2006 requiring an audit of these financial statements.

The trustees acknowledge their responsibilities for

(a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and

(b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the Companies Act 2006 relating to the financial statements, so far as applicable to the charitable company.

These financial statements have been audited under the requirements of Section 144 of the Charities Act 2011.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to charitable small companies.

The financial statements were approved by the Board of Trustees and were signed on its behalf by:



David Walker
(Chair)

Date: 29th September 2025

SERVICE SIX
FOR THE YEAR ENDED 31 MARCH 2025
STATEMENT OF CASHFLOWS

	Note	Total 2025 £	Total 2024 £
Cash (used in)/generated by operating activities	**13**	129,076	(154,285)
Cash flows from investing activities			
Interest income		35,667	27,319
Purchase of tangible fixed assets		0	(2,204)
Transferred to current asset investments	**15**	(180,223)	(684,036)
Cash provided by/(used in) investing activities		(144,556)	(658,921)
Increase/(decrease) in cash and cash equivalents in the year		(15,480)	(813,206)
Total cash and cash equivalents at the beginning of the year		364,420	1,177,626
Total cash and cash equivalents at the end of the year	**14**	**348,940**	**364,420**

SERVICE SIX
FOR THE YEAR ENDED 31 MARCH 2025
ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) ' Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)'. Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Service Six is an incorporated charity, registered in England and Wales. The charity's number and registered office address can be found on the Company Information page. The presentation currency of the financial statements is the Pound Sterling (£).

Company status

The charity is a company limited by guarantee. The members of the company are the trustees named on page 1. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £10 per member of the charity.

Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income and gains are allocated to the appropriate fund.

Incoming resources

All incoming resources are included in the SOFA when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

No amounts are included in the financial statements for services donated by volunteers.

Government grant income has been included and recognised within the SOFA as it is received and due to the charity.

Resources expended

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of the resources.

Fund raising costs are those incurred in seeking voluntary contributions and do not include the costs of disseminating information in support of the charitable activities. Support costs are those costs incurred directly in support of expenditure on the objects of the charity and include project management carried out at Headquarters.

Tangible fixed assets and depreciation

Tangible fixed assets costing more than £1,000 are capitalised and included at cost including any incidental expenses of acquisition. Depreciation is charged at 33% per annum on cost of the asset using the straight line method. Smaller items are treated as an expense in the year of acquisition.

Fixed assets are stated at cost less accumulated depreciation and accumulated impairment losses. Where parts of an item of property, plant and equipment have different useful lives they are accounted for as separate items of property, plant and equipment.

Depreciation methods, useful lives and residual values are reviewed at each balance sheet date. The selection of these residual values and estimated lives requires the exercise of judgement. The directors are required to assess whether there is an indication of impairment to the carrying value of assets. In making that assessment judgements are made in estimating value in use. The directors consider that the individual carrying values of assets are supportable by their value in use.

Pension costs

The company operates a defined contribution scheme for the benefit of its employees. The costs of contributions are written off against profits in the year the are payable.

Financial Instruments

Cash and cash equivalents in the balance sheet comprise cash at banks and in hand and short-term deposits with an original maturity date of three months or less.

Current asset investments in the balance sheet comprise cash on deposit with a maturity date of less than one year held for short-term investment purposes rather than cash flow. Current asset investments held qualify as 'basic' financial assets and are measured at the cash value or other consideration expected to be paid or received and not discounted.

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in the statement of comprehensive income under administrative expenses.

Financial liabilities and equity instruments are classified according to the substance of the contractual arrangements entered into. An equity instrument is any contract that evidences a residual interest in the assets of the entity after deducting all of its financial liabilities.

Where the contractual obligations of financial instruments are equivalent to a similar debt instrument those financial instruments are classed as financial liabilities. Financial liabilities are presented as such in the balance sheet. Finance costs and gains or losses relating to financial liabilities are included in the profit and loss account. Finance costs are calculated so as to produce a consistent rate of return on the outstanding liability

Significant judgements and estimates

The preparation of financial statements requires use of certain critical accounting estimates. It also requires management to exercise its judgement in the process of applying the company accounting policies. The areas involving a higher degree of judgement or complexity, or areas where assumptions and estimates are significant to the financial statements are disclosed within the individual accounting policies above.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Going Concern

The Trustees have considered a period of twelve months from the date of approval of these financial statements and have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus, they continue to adopt the going concern basis of accounting in preparing the financial statements.

SERVICE SIX
FOR THE YEAR ENDED 31 MARCH 2025
NOTES TO THE ACCOUNTS

1 Income from Donations and Legacies

	2025	2024
	£	£
Grants	0	0
Gifts	30,035	32,174
Total Donations and Legacies	30,035	32,174

All income from gifts and grants are unrestricted. The Charity benefits from the involvement and support of volunteers. In accordance with FRS 102 and the Charities SOPR (FRS 102) the economic contribution of general volunteers is not recognised in the accounts.

2 Investment Income

All of the Charity's investment income of £35,667 (2024 - **£27,319**) arises from money held in interest bearing deposit accounts.

3 Income from Charitable Activities

All income is derived from contractual services

	2025	2024
	£	£
Unrestricted funds		
NHFT PSAP	160,000	160,000
NHS - Northamptonshire ICS	211,658	228,114
VOICE - Child ISVA	31,588	31,588
Commissioned Services	52,560	87,935
NHS - Lincolnshire	33,835	35,787
North Northamptonshire Council	0	34,000
Happy Heads U11	285,987	151,081
Places4People	0	7,700
NHS - Milton Keynes ICB	145,840	84,610
NCFT	2,294	6,000
Stand Out Northamptonshire	0	8,650
Daventry Town Council	743	1,028
Crysalys	26,792	17,366
VSCE	2,850	7,125
Kidscape	1,560	6,180
REACH Collaboration Service Six Lead	375,719	440,489
REACH Collaboration	89,166	86,933
Schools Counselling and Supervision	30,144	30,962
	1,450,736	1,425,548

		2025	2024
		£	£
	Restricted funds		
	Big Lottery Fund - TARGET	0	41,886
	Big Lottery Fund - NEW TARGET	79,185	20,395
	Big Lottery Fund - Milton Keynes	75,574	79,849
	Children In Need - OPAL project	11,360	33,783
		166,119	175,913
	Total Income from Charitable Activities	**1,616,855**	**1,601,461**

4 Resources Expended

	Unrestricted Funds	Restricted Funds	Total 2025	Total 2024
Charitable activities	£	£	£	£
Staff wages	394,332	132,496	526,828	497,960
Employer costs	28,764	10,985	39,749	36,719
Pension costs	22,249	7,174	29,423	28,564
Sessional staff	332,967	0	332,967	368,765
REACH subcontractors	377,810	0	377,810	314,618
Rent	4,000	1,000	5,000	5,000
Service resources	172	181	353	410
Support staff travel expenses	18,628	7,651	26,279	17,096
Sessional staff travel expenses	76	0	76	635
Young peoples expenses				
travel	422	0	422	482
activities	666	18	684	2,243
rent	3,351	0	3,351	1,605
refreshments	1,979	18	1,997	1,078
other	0	0	0	9,875
Events	2,030	0	2,030	530
Mobile phones	5,881	2,058	7,939	7,904
Subscriptions	9,077	1,340	10,417	10,701
Legal and professional fees	0	729	729	784
Training and supervision	47,389	787	48,176	44,020
Publicity and marketing	797	293	1,090	2,990
Sundry expenses	1,147	33	1,180	1,178
	1,251,737	164,763	1,416,500	1,353,157

4 Resources Expended (continued)

Support costs allocated	Unrestricted Funds £	Restricted Funds £	Total 2025 £	Total 2024 £
Charitable activities				
Heat, light and water rates	1,330	531	1,861	3,852
Repairs and maintenance	6,532	1,169	7,701	5,847
Staff wages	118,734	0	118,734	101,532
Employer costs	10,538	0	10,538	9,932
Pension costs	6,500	0	6,500	6,092
Staff recruitment costs	1,848	140	1,988	0
Staff travel expenses	729	0	729	475
Telephone and internet	0	0	0	2,006
Insurance and death in service	8,697	0	8,697	8,060
Postage and stationery	1,951	766	2,717	3,189
Capital expenditure	6,055	723	6,778	3,311
IT costs	15,181	3,518	18,699	16,623
Sundry expenses	616	2	618	883
Legal and professional costs (including Governance)	12,624	0	12,624	13,827
Depreciation	736	0	736	3,531
Bank charges	1,507	0	1,507	1,316
	193,578	6,849	200,427	180,476
Total Expenditure on Charitable Activities	**1,445,315**	**171,612**	**1,616,927**	**1,533,633**

5 Governance Costs

The following costs are included in 'Legal and Professional costs' in note 4

	2025 £	2024 £
Auditor's remuneration for audit work	5,796	4,680
	5,796	**4,680**

6 Staff Costs and Trustees' Remuneration

	2025	2024
	£	£
Wages and salaries	645,562	599,492
Social security costs	50,287	46,551
Pension costs	35,923	34,656
	731,772	**680,699**

The average monthly number of employees was **28** (2024 - **25**).

No employee received remuneration amounting to more than £60,000 in either year

The key management personnel of the charity comprise the Trustees and the Chief Executive Officer. The total employment benefits of the key management personnel of the charity were **£62,033** (2024 - **£75,489**)

No Trustees received any remuneration or expenses in the year (2024 - **nil**)

7 Comparative Statement of Financial Activities

	Unrestricted Funds	Restricted Funds	Total 2024
	£	£	£
Income and endowments from			
Donations and legacies	32,174	0	32,174
Income from investments	27,319	0	27,319
Incoming resources from charitable activities			
Income from charitable activities	1,425,548	175,913	1,601,461
Total income and endowments	**1,485,041**	**175,913**	**1,660,954**
Expenditure on			
Charitable activities	1,266,133	267,500	1,533,633
Total expenditure on charitable activities	**1,266,133**	**267,500**	**1,533,633**
Net income/(expenditure) for the year	218,908	(91,587)	127,321
Balances brought forward at 1 April 2023	648,895	110,947	759,842
Balances carried forward at 31 March 2024	**867,803**	**19,360**	**887,163**

8 Fixed Assets

	Office Furniture	Computer Equipment	Improvements Leased Premises	Total
	£	£	£	£
Cost				
At 1 April 2024	8,181	64,274	4,290	76,745
Additions	0	0	0	0
At 31 March 2025	**8,181**	**64,274**	**4,290**	**76,745**
Depreciation				
At 1 April 2024	6,711	64,273	4,289	75,273
Charge for year	736	0	0	736
At 31 March 2025	**7,447**	**64,273**	**4,289**	**76,009**
Net Book Value at 31 March 2025	**734**	**1**	**1**	**736**
Net Book Value at 31 March 2024	**1,470**	**1**	**1**	**1,472**

9 Debtors

	2025		2024	
	Unrestricted	Restricted	Unrestricted	Restricted
	£	£	£	£
Trade debtors	188,157	0	26,326	0
Prepayments and accrued income	24,045	1,884	63,648	2,632
	212,202	**1,884**	**89,974**	**2,632**

10 Creditors: amounts due in less than one year

	2025		2024	
	Unrestricted	**Restricted**	**Unrestricted**	**Restricted**
	£	**£**	**£**	**£**
Trade creditors	101,369	0	60,632	231
PAYE and NIC	12,495	0	11,065	0
Accruals	39,039	0	14,451	0
Deferred income	270,089	52,236	133,305	35,687
	422,992	**52,236**	**219,453**	**35,918**

The deferred income relates to contracted services that have not yet been provided.

Movement in deferred income:

	Unrestricted	**Restricted**
	£	**£**
Balance as at 1 April 2024	133,305	35,687
Released to SOFA in year	(133,305)	(35,687)
Amount deferred during year	270,089	52,236
Balance as at 31 March 2025	**270,089**	**52,236**

11 Restricted funds

The funds of the charity include restricted funds comprising the following income resources, expenditure and unexpended balances of donations and grants held on trust to be applied for to be applied for specific purposes.

Movement in restricted funds 2025

	At 1 April 2024 £	Incoming resources £	Expenditure £	At 31 March 2025 £
Children In Need OPAL project	4,580	11,360	15,940	0
Big Lottery Fund NEW TARGET	14,780	79,185	83,814	10,151
Big Lottery Fund Milton Keynes OPAL	0	75,574	71,858	3,716
	19,360	**166,119**	**171,612**	**13,867**

Movement in restricted funds 2024

	At 1 April 2023 £	Incoming resources £	Expenditure £	At 31 March 2024 £
Big Lottery Fund Milton Keynes Youth Starz	44,480	79,849	124,329	0
Big Lottery Fund TARGET Children In Need	55,695	41,886	97,581	0
OPAL project Big Lottery Fund NEW TARGET	10,772	33,783	39,975	4,580
	0	20,395	5,615	14,780
	110,947	**175,913**	**267,500**	**19,360**

The three year Big Lottery Fund Milton Keynes project offers services to disadvantaged young people; to address and develop transferable life skills and provide healthy positive activities in the Milton Keynes Area.

The three year Big Lottery Fund TARGET project's aim is Targeting and Reducing Grooming, Exploitation and Trading of children and young people online across Northamptonshire and Leicestershire.

The three year Children In Need OPAL project aims to support young people to reduce self-harming and anxiety behaviours in the Northamptonshire area.

The three-year Big Lottery Fund NEW TARGET project's aim is to continue Targeting and Reducing Grooming, Exploitation and Trading of children and young people online across Northamptonshire and Leicestershire.

The three year Children In Need Milton Keynes OPAL project aims to support young people to reduce self-harming and anxiety behaviours in the Milton Keynes area.

12 Unrestricted funds

Movement in Unrestricted funds 2025

	At 1 April 2024 £	Incoming resources £	Expenditure £	Transfer £	At 31 March 2025 £
General fund	717,803	1,516,438	(1,445,315)	(13,000)	775,926
Therapeutic Service Obligations	60,000	0	0	0	60,000
Redundancy Provision	90,000	0	0	13,000	103,000
	867,803	**1,516,438**	**(1,445,315)**	**0**	**938,926**

The therapeutic service obligations and redundancy provision funds are explained in the Reserves Policy in the Trustee report.

Movement in Unrestricted funds 2024

	At 1 April 2023 £	Incoming resources £	Expenditure £	Transfer £	At 31 March 2024 £
General fund	498,895	1,485,041	(1,266,133)	0	717,803
Therapeutic Service Obligations	60,000	0	0	0	60,000
Redundancy Provision	90,000	0	0	0	90,000
	648,895	**1,485,041**	**(1,266,133)**	**0**	**867,803**

13 Reconciliation of net movement in funds to net cash flow form operating activities

	2025 £	2024 £
Net movement in funds	65,630	127,321
Add back depreciation charge	736	3,531
Deduct interest income shown in investing activities	(35,667)	(27,319)
Decrease/(increase) in debtors	(121,480)	113,549
(Decrease)/increase in creditors	219,857	(371,367)
Net cash (used in) / generated by operating activities	**129,076**	(154,285)

14 Analysis of cash and cash equivalents

	2025	2024
	£	£
Cash at bank and in hand	257,797	279,420
Notice deposits less than 3 months	91,143	85,000
Total cash and cash equivalents	**348,940**	**364,420**

15 Analysis of current asset investments

	2025	2024
	£	£
Current asset investments as at 1 April 2025	684,036	0
Net movement in year	180,223	684,036
Current asset investments as at 31 March 2025	**864,259**	**684,036**
Maturity date less than 3 months	428,261	344,700
Maturity date more than 3 months	435,998	339,336
Total cash and cash equivalents	**864,259**	**684,036**

16 Called up share capital

The company is limited by guarantee and does not have any issued share capital. Every member of the company undertakes to contribute to the assets of the company (should this be wound up during membership or within one year after ceasing to be a member), for payment of debts and liabilities of the company contracted before ceasing to be a member. The contribution payable is limited to a sum not exceeding £10.

17 Contingent liabilities and capital commitments

The company has no contingent liabilities or capital commitments as at 31 March 2025 or 31 March 2024.

18 Leasing Commitments

Total future minimum lease payments under non-cancellable operating leases are as follows:

	Land and Buildings	
	2025	**2024**
	£	**£**
Within 1 year	5,000	5,000
In 2-5 years	1,250	6,250
	6,250	**11,250**

19 Related Parties

There were no transactions during the year with related parties. (**2024** - nil)

OUR SERVICE SIX COLLEAGUES ARE:



THANK YOU!

WE ARE SINCERELY GRATEFUL TO ALL OUR FUNDERS AND SUPPORTERS WHOSE GENEROSITY MAKES OUR WORK POSSIBLE. YOUR CONTINUED SUPPORT ENABLES US TO REACH MORE CHILDREN, YOUNG PEOPLE, AND FAMILIES WITH THE HELP THEY NEED. WITH YOUR HELP, WE CAN CONTINUE TO CREATE SAFER, HEALTHIER FUTURES FOR CHILDREN AND YOUNG PEOPLE.

Service Six



Service Six

Changing Lives • Creating Futures

Registered Charity Number: 1132490
Registered Company Number: 6740611

SERVICE SIX

England & Wales - Charity number 1132490

Accounts

Service Six

Changing Lives • Creating Futures

Registered Charity
Number 1132490
Registered Company
Number 6740611

Contents Page

Legal Information	**Page 3**
Mission, Vision and Values	**Page 4**
2023 – 2024 Impact	**Page 5**
Our Services	**Page 7**
Future Aims and Strategy	**Page 9**
Report of the independent Auditors to the Trustees of Service Six	**Page 14**
Financial Accounts	**Page 19**

Legal Information

Registered Charity Number: 1132490

Registered Company Number: 6740611

Address: 15 Sassoon Mews, Wellingborough, Northamptonshire, NN8 3LT

Website: www.servicesix.co.uk

Also available on Facebook, Instagram and LinkedIn

Board of Trustees
Carole Fitzsimons Chair Person
Chris Bailey
Matt Coleman
Andrea Wood (Until October 2023)
Tonya Kingham
Karen Blackett (until August 2023)
Chris Hill
Jemma Keegan
Alex Butt (From February 2024)
David Walker (From February 2024)

Patron
Nazir Afzal OBE

Chief Executive
Claudia Slabon (until June 2023)
Emma Campion

Auditors
Shaw Gibbs (Audit) Limited
Eagle House,
28 Billing Road,
Northampton,
Northamptonshire,
NN1 5AJ

Bankers
NatWest Bank PLC,
40 Market Street,
Wellingborough,
Northamptonshire,
NN8 1AD

Solicitors
Tollers Solicitors,
2 Castilian Street,
Northampton,
Northamptonshire,
NN1 1JX

Trustees' Report

Mission, Vision and Values

We are responding to the identified needs of children, young people, adults and families achieved through a range of professional interventions and partnerships, funded by diverse commissions, grants and donations

For all beneficiaries to be healthy and resilient



We are passionate, respectful, fair and ethical in providing qualitative accountable services.

Passion

Our people are passionate & committed within their work, operating in a caring environment towards each other and customers.

Respectful

We believe in supporting all customers in a respectful way with thinking that empowers them to help themselves and enables them to do so.

Equality

We are committed to enabling equity of access and equality of opportunity within an inclusive environment, showing respect for all as individuals.

Ethical

We will build upon our status as a trusted, transparent service provider and contractor

Quality

We will deliver a quality service with the highest standards for our customers, investors and contractors.

Accountable

We will be fully accountable for all aspects of our service, acting with integrity and providing information to customers and contractors.

Our Approach

We are listening to children and young people to directly respond to their voices, needs and priorities.

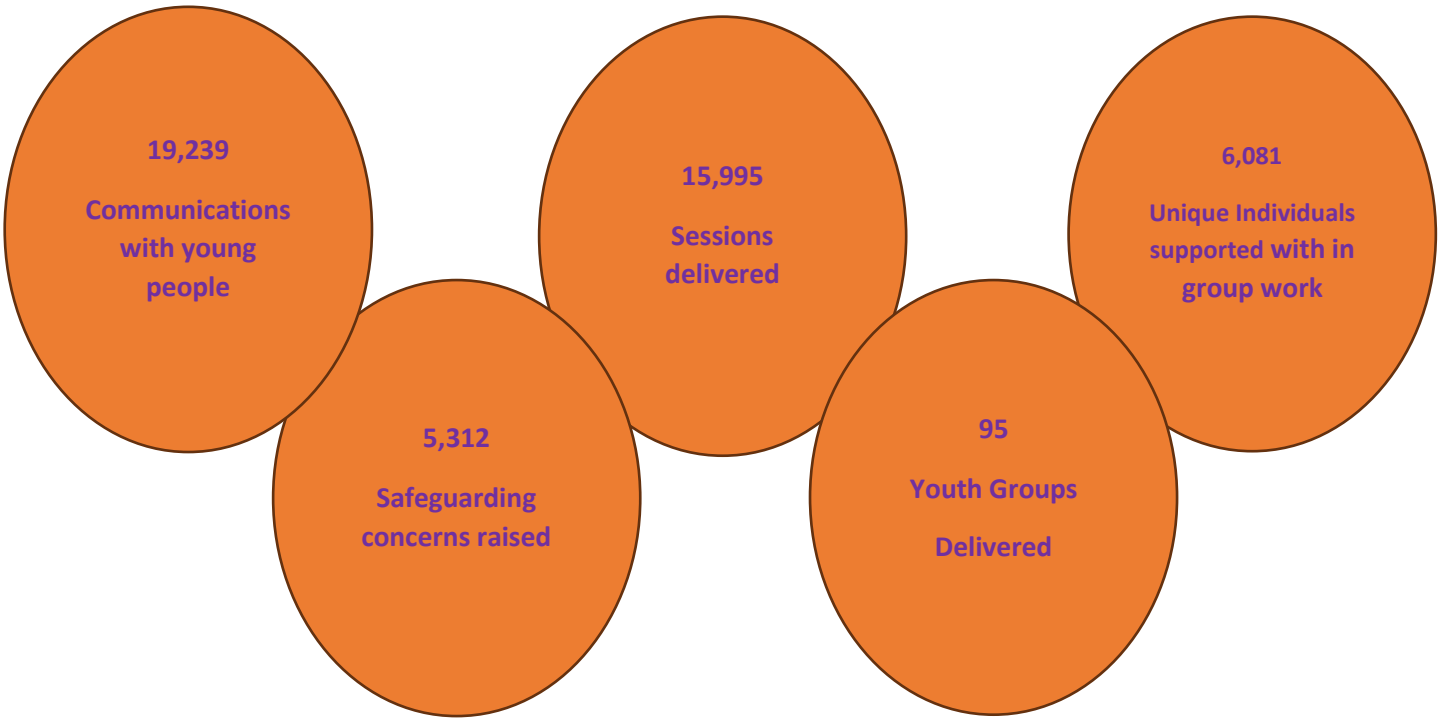
The Trustees are pleased to present their report and the financial statements for the year ended 31st March 2024, which are also prepared to meet the requirements for a Directors report and accounts for Companies Act purposes.

Objectives and Activities

The charity's Purpose as set out in the objects contained in the company's Memorandum of Association are to:

Provide advice and support to the children, youth, families and communities of Northamptonshire and surrounding area through the provision of counselling services, group work, wellbeing support and educational workshops, conferences and information campaigns relating to youth issues.

2023 – 2024 Impact Summary



At Service Six we offer a range of services to support young people with concerns around their wellbeing and mental health.

During the financial year 2023-24 we have delivered 15,995 individual 1-1 sessions across our services, these sessions are led by the young people where we support them with what they bring into the room. These range from support with anxiety, peer relationships, low mood, suicide ideation, along with many presenting issues.

We delivered group work sessions to 6,081 young people, providing support to smaller groups to share the same messages of online safety, anti-bullying, well-being and support for children and young people who present with risk taking behaviours.

We made 19,239 communications in 2023-24, which range from people calling in to seek advice, responding to enquiries, signposting and calling young people and families to arrange sessions. This is key to ensuring that the much-needed support is delivered to the children and young people in a timely high-quality manner.

During our sessions we have raised 5,312 safeguarding concerns that have been shared with us by service users. To enable us to help keep the children and young people safe, we work through a plan with them around who we will be sharing this information with and why. This is critical for the children and young people, as it is paramount that they feel included in what will be happening with the information that is shared.

How do we ensure our works achieves our aims?

Service Six reviews it's aims, objectives and activities each year. We look at what we achieved during the year and the outcomes we have achieved. The review looks at the success of each key activity and the positive outcomes they have achieved. The review also helps us ensure our aims, objectives and activities remained focused on our stated purposes.

During our sessions we record outcome measures where individuals start their journey and at the end of their sessions. From these we can see the positive impact we are making to beneficiaries that are accessing our services.

We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the Trustees consider how planned activities will contribute to the aims and objectives they have set.

Impact delivery- principal projects and interventions.

Northamptonshire

Caring Connections – Improving mental health, education and employment outcomes for Children in Care and Care Leavers.

Emotional Wellbeing and Mental Health Support, Counselling and Therapy for Children and Young People living in East Northamptonshire and Wellingborough. (including Adults in East Northamptonshire; includes a wide range of contracts).

Espresso Yourself Wellbeing Cafe – Weekly drop-in sessions in Wellingborough and Raunds for young people and their families who find themselves in an emotional crisis and require immediate support.

Happier Families – Family Support and Wellbeing Programme.

Happy Heads Under 11s Service – Supporting primary school aged children to build emotional resilience and develop a healthy mind so they can be happier and healthier.

Kidz on the Mews– Safe place for Children and Young People to make friends and have fun.

N-SASS – Northamptonshire Support After Suicide Service providing access to timely and appropriate support for people living anywhere in Northamptonshire of any age who are bereaved or affected by suicide.

OPAL – Therapeutic support for Young People who self-harm.

OUT THERE Wellingborough – Youth Group for Young People who identify as LGBTQ+.

Post Sexual Abuse Pathway (PSAP) - Therapeutic services for Children and Young People who are survivors of sexual abuse/violence.

Rapid Response – Therapeutic support for Young People who visit A&E with self-harm issues or who have been identified as requiring immediate emotional support.

TARGET – Targeting And Reducing Grooming, Exploitation and Trading of Children and Young People Online (sexual and criminal exploitation and abuse)

Youth Court Solutions – 'At Court' Problem Solving Service based at the Wellingborough Youth Justice Centre.

Teen Clinic – Teen Clinic Daventry provides a neutral space where young people aged 11-18 who live in Daventry, and/or access secondary education in Daventry, can access health services and resources regarding general physical and mental wellbeing, sexual health and contraception. They will be able to obtain advice, support and signposting in the management of their current difficulties.

Leicestershire

Post Sexual Abuse Pathway (PSAP) - Therapeutic services for Children and Young People who are survivors of sexual abuse/violence

TARGET –Targeting And Reducing Grooming, Exploitation and Trading of Children and Young People Online (sexual and criminal exploitation and abuse)

SAPPHIRE - Emotional wellbeing support to improve mental health and education outcomes for Children in Care

EMERALD - Emotional wellbeing and mental health support to increase resilience and reduce anxiety

Lincolnshire

Post Sexual Abuse Pathway (PSAP) - Therapeutic services for Children and Young People who are survivors of sexual abuse/violence

Milton Keynes

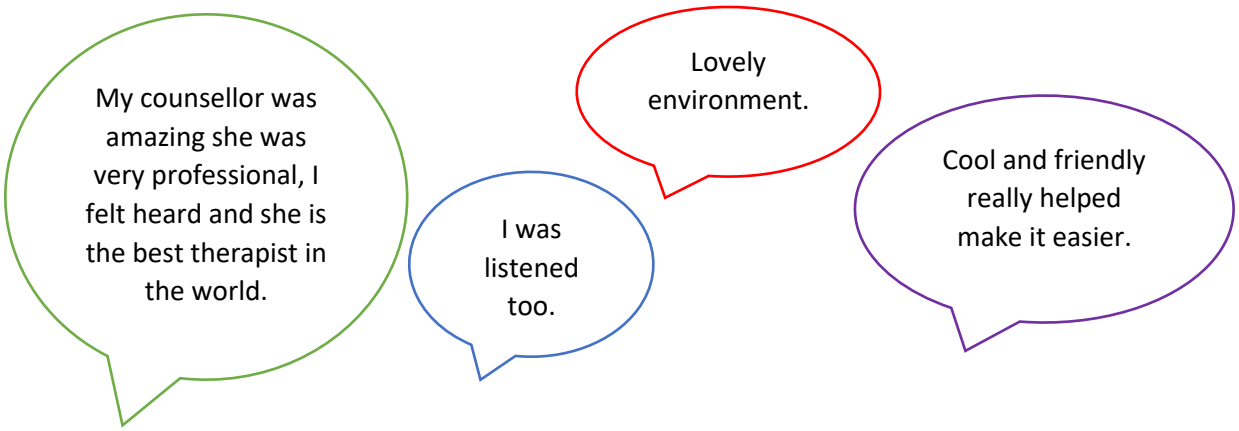
Rapid Response – A&E Crisis Prevention and Discharge Support

Spectrum – Weekly Youth Group for young people with Special Educational Needs (SEN)

Stepping Stones – support provision for young people transitioning from Mental Health Inpatient Services to Community Integration

Youth Starz – Emotional wellbeing and mental health support for Children and Young People to develop confidence, resilience and transferrable life skills

Achievements, successes and future aims



Service Six strive to deliver high-quality services, aligned to the Charity's Purpose, aims and objectives. We seek feedback from key stakeholders on our service provision, and monitor the performance of projects and services as a routine part of Board and Management's business performance monitoring.

For instance, our top 3 funding streams where we have over-performed;

- Emotional Wellbeing and Mental Health Support, Counselling and Therapy. In the year 2023- 24 we exceeded target sessions by 13%.
- OPAL – Therapeutic support for Young People who self-harm, in the 2023-24 we exceeded target sessions by 7%.

- Caring Connections – Improving mental health, education and employment outcomes for Children in Care and Care Leavers. We performed 30% sessions above targets.

Future Aims

Service Six will continue to build an accessible service for all beneficiaries who need support, and we will continue to build relationships with funders to be able to fund that much-needed support.

The future aims of Service Six are to;

- Continue consulting with children and young people, listening to their needs.
- Deliver mental health and wellbeing support to children and young people,
- Continue working with existing partnerships, and developing new alliances.
- Continue seeking funding and developing partnerships to enable Service Six to develop mental health support to Children, young people, families and communities.



Aligned to our Purpose our Trustees continue to review Service Six's financial position and are seeking opportunities to extend our services using free reserves. This will be used to help identify gaps in service provisions, where possible bridging those gaps to ensure the much-needed support is available for as many children and young people as possible.



Structure, Governance and Management

Governing Document - The organisation is a charitable company limited by guarantee, incorporated on 4th November 2008 and registered as a charity on 5th November 2009. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. The company formerly operated as an unincorporated registered charity registered in 1979.

Recruitment and Appointment of Trustees & Key Personnel - Trustees of Service Six are recruited and appointed in accordance with the Recruiting Trustees & Personnel Policy and associated Succession Planning processes. The organisation seeks to increase trustee numbers with additional or specialist skills and abilities to add to the existing range of expertise of the Board of Trustees and in accordance with the regulations of the Charity Commission of England & Wales and Companies House. Key management personnel remuneration is set by the Trustees using data from the benchmarking of similar sized charities with personnel holding comparable responsibilities, this is reviewed annually by the HR committee.

Organisational Structure - The organisational structure is outlined within an approved set of Standing Orders which clearly define the duties and powers of the Board of Trustees, Directors and Executive personnel. The Standing Orders outlines appropriately approved delegated powers and authorisation available to the Chief Executive with regards to company finance, personnel and associated processes.

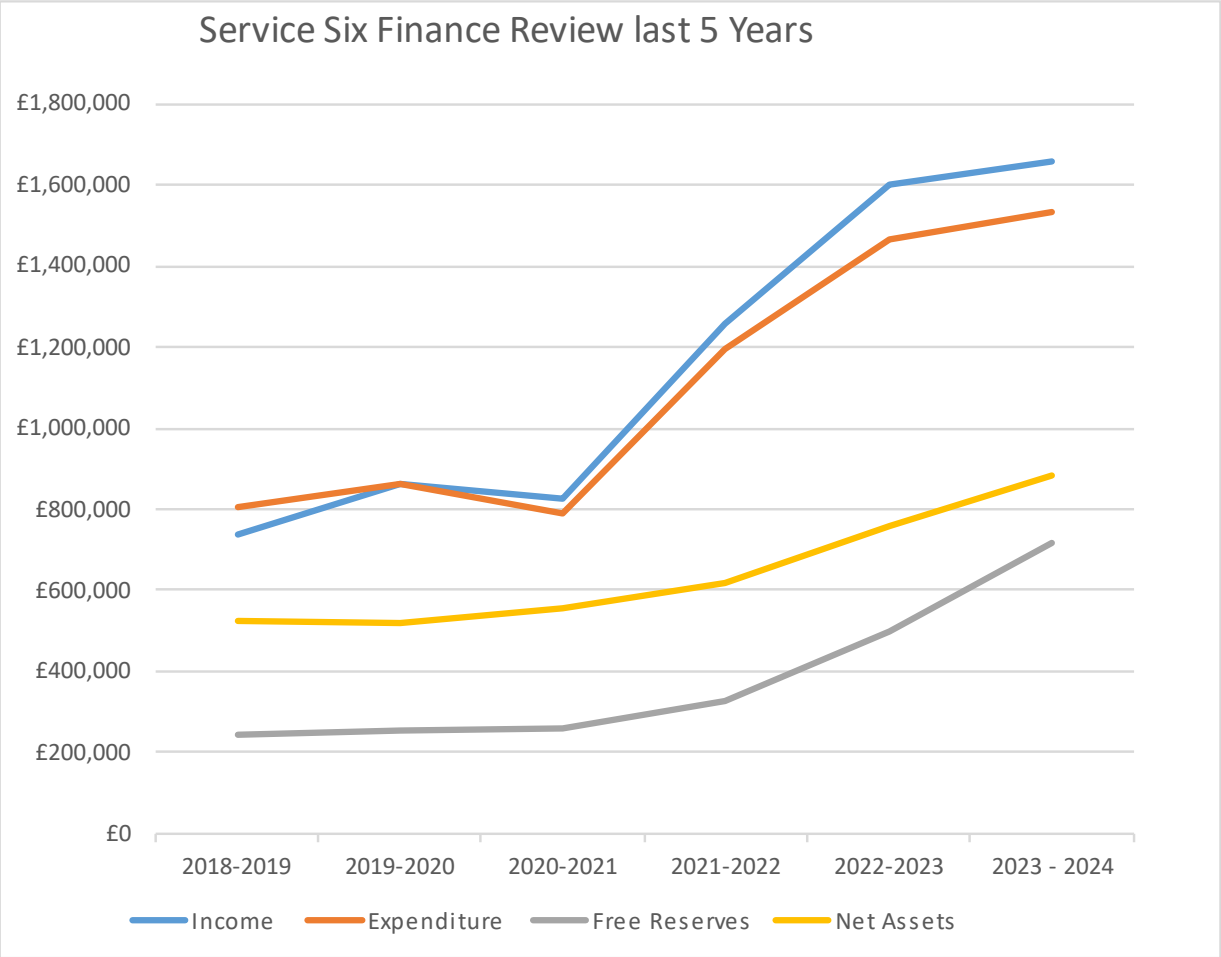
Related Parties - Related party transactions are detailed in note 19. The company does not have any related parties in respect of larger umbrella, affiliated or associated companies or organisations. Service Six is a member of: the British Association of Counselling & Psychotherapy, Youth Access, National Youth Agency, Northamptonshire Chamber, Association of Chief Executives of Voluntary Organisations, Commsortia Northamptonshire, the National Council for Voluntary Organisations, National Counselling Society and the REACH Collaboration. Service Six works with a wide range of corporate, statutory and voluntary sector organisations which are mentioned throughout this report.

Risk Management - The Trustees of Service Six undertake regular risk assessment processes in consultation with the Chief Executive. The main risk highlighted within 2023 - 2024 is being unable to maintain the right workforce capability and capacity to deliver our services. The charity's commitment and actions towards making a positive difference alongside our robust reserve policy and extensive risk assessments has ensured that the risk has been mitigated, investing in sufficient resources/training to ensure we are equipped to deliver the support required.

In line with the fund-raising standards, Service Six can confirm the that the charity has not carried out significant fundraising.

Financial Review

During the year total income increased to £1,660,954 a 3.5% increase on 2022-23, resulting in a surplus in the year of £127,321. Total funds carried forward at the balance sheet date are £887,163 of which £19,360 is restricted funds.



Reserves Policy - At 31st March 2024 the free reserves balance stood at £866,331 where free reserves are calculated as general unrestricted fund, less illiquid fixed assets.

It is the charity's policy to hold reserves equivalent to six month's running costs, which in the current financial year totalled £423,359 excluding depreciation (non-cash), subcontractors and sessional costs, which are specifically funded by income received in the year. This is the equivalent of 10 months running costs. Income and expenditure levels as well as free reserves are regularly and closely monitored as part of the charity's budgetary processes and the Trustees will continue to monitor the amount held in line with the policy given the current and future levels of activity that the charity is anticipating.

£90,000 is designated for redundancy provision (£90,000) and the charity's obligation for ethical completion of therapeutic provision is £60,000 (£60,000) and therefore not available for the general purposes of the charity at the end of the reporting period. Redundancy payments are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, and the obligation can be measured reliably.

Redundancy is accounted for on an accrual's basis. The amount identified for the charity's therapeutic service obligations is an estimate of the outlay required to complete any therapeutic service obligations should the charity cease to operate.

After accounting for these designated funds, the general fund stands at £717,803.

Public Benefit Statement - The Trustees of Service Six have complied with their duty to have due regard to the guidance on public benefit published by the Charity Commission of England & Wales in exercising their powers and duties. The main activities undertaken to further Service Six' purpose for the public benefit is in relation to advancing mental health and wellbeing, promoting community interests, assisting the young and advancing education.

Principal Funding Sources - The principal funding sources and how expenses have supported the key objectives of the charity for the year are detailed within this report and the financial statements.

Significant Events – During the financial year the charity has not experienced any significant events that effected the charity financially. An organisational Risk Register is maintained and reviewed bi-monthly by the Finance Committee and Board. Loss of funding is the principal risk facing future financial performance.

Responsibilities of the Trustees

The Trustees, who are also Directors of the Charity for the purpose of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31st March 2024.

The Trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

Company law requires the Trustees to prepare financial statements for each financial year which 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 expenditures, 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 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 in operation.

The Trustees are responsible for keeping proper accounting records that 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, the Charities Act 2011 and the Charity (Accounts and Reports) Regulations 2008.

They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Statement of Disclosure to Auditors

In so far, the Trustees are aware:

- There is no relevant audit information of which the charitable company's auditor is unaware; and
- The Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

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

Signed by order of the Trustees



Carole Fitzsimons – Chairperson [30.07.2024]

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF SERVICE SIX

Opinion

We have audited the financial statements of Service Six (the 'charitable company') for the year ended 31 March 2024 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement 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 (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

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, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'; 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 Auditors' 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 charitable company'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 trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

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.

In connection with our audit of the financial statements, 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 Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF SERVICE SIX

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 Report of the Trustees.

We have nothing to report in respect of the following matters where 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; or
- the trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, 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.

Our 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 a Report of the Independent Auditors 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.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

We obtained an understanding of the legal and regulatory frameworks within which the charity operates, focusing on those laws and regulations that have a direct effect on the determination of material amounts and disclosures in the financial statements. The laws and regulations we considered

in this context were the Charities Act 2011, United Kingdom Generally Accepted Accounting Practice and relevant Taxation legislation.

We identified the greatest risk of material impact on the financial statements from irregularities, including fraud, to be the override of controls by management and the understatement of revenue. Our audit procedures to respond to these risks included inquiries of management about their own identification and assessment of the risks of irregularities, sample testing on the posting of journals, reviewing meeting minutes, regulatory correspondence and professional fees, detailed substantive testing on the completeness of income, and reviewing accounting estimates for biases. We will also review the regulatory correspondence with the Charity Commission.

Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. We are not responsible for preventing non-compliance and cannot be expected to detect non-compliance with all laws and regulations.

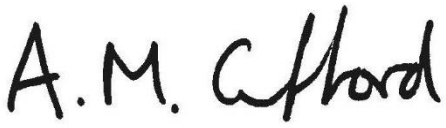
REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF SERVICE SIX

These inherent limitations are particularly significant in the case of misstatement resulting from fraud as this may involve sophisticated schemes designed to avoid detection, including deliberate failure to record transactions, collusion or the provision of intentional misrepresentations.

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

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 auditors' 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 Clifford FCA (Senior Statutory Auditor)
for and on behalf of Shaw Gibbs (Audit) Limited
Chartered Certified Accountants
Statutory Auditor
Eagle House
28 Billing Road
Northampton
Northamptonshire
NN1 5AJ

Date: 2 October 2024

SERVICE SIX
FOR THE YEAR ENDED 31 MARCH 2024
STATEMENT OF FINANCIAL ACTIVITIES
(Incorporating an income and expenditure account)

	Note	Unrestricted Funds	Restricted Funds	Total 2024	Total 2023
		£	£	£	£
Income and endowments from					
Donations and legacies	**1**	32,174	-	32,174	20,283
Income from Investments	**2**	27,319	-	27,319	7,533
Incoming resources from Charitable activities					
Income from Charitable activities	**3**	1,425,548	175,913	1,601,461	1,576,422
Total income and endowments		1,485,041	175,913	1,660,954	1,604,238
Expenditure on					
Charitable activities	**4**	1,266,133	267,500	1,533,633	1,465,003
Total expenditure on Charitable activities		1,266,133	267,500	1,533,633	1,465,003
Net income/(expenditure) for the year		218,908	(91,587)	127,321	139,235
Balances brought forward at 1 April 2023		648,895	110,947	759,842	620,607
Balances carried forward at 31 March 2024		867,803	19,360	887,163	759,842

The company has no recognised gains or losses other than those included in the surplus above.

There were no discontinued operations. The notes on the following pages form part of these financial statements.

SERVICE SIX
STATEMENT OF FINANCIAL POSITION AS AT 31 MARCH 2024

Registered Company Number 06740611
Registered Charity Number 1132490

	Note	Unrestricted Funds	Restricted Funds	Total 2024	Total 2023
		£	£	£	£
Fixed Assets					
Office furniture	**8**	1,470	-	1,470	1
Computer equipment	**8**	1	-	1	872
Improvements to Leased Premises	**8**	1	-	1	1,926
Total Fixed Assets		1,472	-	1,472	2,799
Current Assets					
Debtors and prepayments	**9**	89,974	2,632	92,606	206,155
Investments	**15**	684,036	-	684,036	-
Cash at bank and in hand		311,774	52,646	364,420	1,177,626
		1,085,784	55,278	1,141,062	1,383,781
Creditors: Amounts falling due within one year	**10**	(219,453)	(35,918)	(255,371)	(626,738)
Net current assets		866,331	19,360	885,691	757,043
Total assets less current liabilities		867,803	19,360	887,163	759,842
Funds					
Unrestricted funds:	**12**				
Designated funds				150,000	150,000
General unrestricted funds				717,803	498,895
Restricted funds	**11**			19,360	110,947
				887,163	759,842

SERVICE SIX
STATEMENT OF FINANCIAL POSITION AS AT 31 MARCH 2024 (Continued)

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2024.

The members have not deposited notice, pursuant to Section 476 of the Companies Act 2006 requiring an audit of these financial statements

The trustees acknowledge their responsibilities for

(a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
(b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been audited under the requirements of Section 144 of the Charities Act 2011.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to charitable small companies.

The financial statements were approved by the Board of Trustees and were signed on its behalf by:



Carole Fitzsimons
(Chairperson)

Date: 28/08/2024

SERVICE SIX
FOR THE YEAR ENDED 31 MARCH 2024

STATEMENT OF CASH FLOWS

	Note	Total 2024	Total 2023
		£	£
Cash (used in)/generated by operating activities	**13**	(154,285)	(180,137)
Cash flows from investing activities			
Interest income		27,319	7,533
Purchase of tangible fixed assets		(2,204)	-
Transferred to current asset investments	**15**	(684,036)	-
Cash provided by/ (used in) investing activities		(648,921)	7,533
Increase/(Decrease) in cash and cash equivalents in the year		(813,206)	(172,604)
Cash and cash equivalents at the beginning of the year		1,177,626	1,350,230
Total cash and cash equivalents at the end of the year	**14**	**364,420**	**1,177,626**

SERVICE SIX
FOR THE YEAR ENDED 31 MARCH 2024
ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)'. Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Service Six is an incorporated charity, registered in England and Wales. The charity's number and registered office address can be found on the Company Information page. The presentation currency of the financial statements in the Pound Sterling (£).

Company status

The charity is a company limited by guarantee. The members of the company are the trustees named on page 1. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £10 per member of the charity.

Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income and gains are allocated to the appropriate fund.

Incoming resources

All incoming resources are included in the SOFA when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

No amounts are included in the financial statements for services donated by volunteers.

Government grant income has been included and recognised within the SOFA as it is received and due to the charity

Resources expended

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Where costs cannot be directly attributed to particular headings, they have been allocated to activities on a basis consistent with use of the resources.

Fund raising costs are those incurred in seeking voluntary contributions and do not include the costs of disseminating information in support of the charitable activities. Support costs are those costs incurred directly in support of expenditure on the objects of the charity and include project management carried out at Headquarters.

SERVICE SIX

FOR THE YEAR ENDED 31 MARCH 2024
ACCOUNTING POLICIES (continued)

Tangible fixed assets and depreciation

Tangible fixed assets costing more than £1,000 are capitalised and included at cost including any incidental expenses of acquisition. Depreciation is charged at 33% per annum on cost of the asset using the straight-line method. Smaller items are treated as an expense in the year of acquisition.

Fixed assets are stated at cost less accumulated depreciation and accumulated impairment losses. Where parts of an item pf property, plant and equipment have different useful lives they are accounted for as separate items of property, plant and equipment.

Depreciation methods, useful lives and residual values are reviewed at each balance sheet date. The selection of these residual values and estimated lives requires the exercise of judgement. The directors are required to assess whether there is an indication of impairment to the carrying value of assets. In making that assessment, judgements are made in estimating value in use. The directors consider that the individual carrying values of assets are supportable by their value in use.

Pension costs

The company operates a defined contribution scheme for the benefit of its employees. The costs of contributions are written off against profits in the year they are payable.

Financial instruments

Cash and cash equivalents in the balance sheet comprise cash at banks and in hand and short-term deposits with an original maturity date of three months or less.

Current asset investments in the balance sheet comprise cash on deposit with a maturity date of less than one year held for short-term investment purposes rather than cashflow. Current asset investments held qualify as ‘basic’ financial assets and are measured at the cash value or other consideration expected to be paid or received and not discounted.

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in the statement of comprehensive income under administrative expenses.

Financial liabilities and equity instruments are classified according to the substance of the contractual arrangements entered into. An equity instrument is any contract that evidences a residual interest in the assets of the entity after deducting all of its financial liabilities.

Where the contractual obligations of financial instruments are equivalent to a similar debt instrument, those financial instruments are classed as financial liabilities. Financial liabilities are presented as such in the balance sheet. Finance costs and gains or losses relating to financial liabilities are included in the profit and loss account. Finance costs are calculated so as to produce a constant rate of return on the outstanding liability.

Significant judgements and estimates

The preparation of financial statements requires the use of certain critical accounting estimates. It also requires management to exercise its judgement in the process of applying the company accounting policies. The areas involving a higher degree of judgement or complexity, or areas where assumptions and estimates are significant to the financial statements are disclosed within the individual accounting policies above.

Taxation

The charity is exempt from corporation tax on its charitable activities.

SERVICE SIX

FOR THE YEAR ENDED 31 MARCH 2024
ACCOUNTING POLICIES (continued)

Going Concern

The Trustees have considered a period of 12 months from the date of approval of these financial statements and have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus, they continue to adopt the going concern basis of accounting in preparing the financial statements.

SERVICE SIX
FOR THE YEAR ENDED 31 MARCH 2024
NOTES TO THE ACCOUNTS

1. Income from Donations and Legacies

	2024	2023
	£	£
Grants	-	-
Gifts	32,174	20,283
Total Donations and Legacies	**32,174**	**20,283**

All income from gifts and grants are unrestricted. The Charity benefits from the involvement and support of volunteers. In accordance with FRS 102 and the Charities SORP (FRS 102) the economic contribution of general volunteers is not recognised in the accounts.

2. Investment Income

All of the charity's investment income of **£27,319** (2023 - **£7,533**) arises from money held in interest bearing deposit accounts.

3. Income from Charitable Activities

All income is derived from contractual services.

	2024	2023
Unrestricted funds	£	£
NHFT PSAP	160,000	183,000
NHS – Northamptonshire ICS	228,114	163,223
VOICE – Child ISVA	31,588	31,775
Commissioned Services	87,935	55,245
NHS - Lincolnshire	35,787	37,979
North Northamptonshire Council	20,000	20,000
Happy Heads U11	151,081	84,500
Places4People	7,700	9,000
NHS – Milton Keynes ICB	84,610	58,416
NCFT	6,000	-
Stand Out Northamptonshire	8,650	12,000
Daventry Town Council	1,028	-
Crysalys	17,366	5,320
VSCE	7,125	40,099
Kidscape	6,180	6,660
North Northamptonshire Council	14,000	15,000
REACH Collaboration Service Six Lead	440,489	449,565
REACH Collaboration	86,933	94,935
Faraway Childrens Charity	-	1,300
NDAS	-	17,517

SERVICE SIX
FOR THE YEAR ENDED 31 MARCH 2024
NOTES TO THE ACCOUNTS (continued)

Mentoring Project	-	19,458
Schools Counselling and Supervision	30,962	39,667
	1,425,548	1,344,659

	2024	2023
Restricted Funds	**£**	**£**
Big Lottery Fund – TARGET	41,886	114,911
Big Lottery Fund – NEW TARGET	20,395	-
Big Lottery Fund – Milton Keynes	79,849	84,119
Children In Need – OPAL project	33,783	32,733
	175,913	231,763
Total Income from Charitable Activities	**1,601,461**	**1,576,422**

SERVICE SIX
FOR THE YEAR ENDED 31 MARCH 2024
NOTES TO THE ACCOUNTS (continued)

4 Resources Expended

	Unrestricted Funds	Restricted Funds	Total 2024	Total 2023
Charitable activities	**£**	**£**	**£**	**£**
Staff wages	295,709	202,251	497,960	459,253
Employer costs	12,449	24,270	36,719	32,612
Pension costs	16,429	12,135	28,564	26,566
Sessional staff	368,050	715	368,765	333,865
Rent	3,750	1,250	5,000	6,258
Subcontractors	314,618	-	314,618	273,693
Service resources	345	65	410	2,351
Support staff travel expenses	11,873	5,223	17,096	18,745
Sessional staff travel expenses	635	-	635	1,626
Young people's expenses				
Travel expenses	482	-	482	-
activities	1,424	819	2,243	4,424
rent	1,605	-	1,605	3,942
expenses other	9,875	-	9,875	15,146
refreshments	1,033	45	1,078	1,633
Events	530	-	530	2,964
Mobile phone expenses	5,944	1,960	7,904	5,026
Subscriptions	6,686	4,015	10,701	11,402
Legal and professional fees	784	-	784	1,398
Training and supervision	43,685	335	44,020	50,521
Publicity and marketing	2,904	86	2,990	7,054
Sundry expenses	947	231	1,178	3,367
	1,099,757	253,400	1,353,157	1,261,846

SERVICE SIX
FOR THE YEAR ENDED 31 MARCH 2024
NOTES TO THE ACCOUNTS (continued)

4 Resources Expended (continued)

	Unrestricted Funds	Restricted Funds	Total 2024	Total 2023
Support costs allocated Charitable activities	**£**	**£**	**£**	**£**
Heat, Light & Water Rates	3,109	743	3,852	4,346
Repairs and Maintenance	3,284	2,563	5,847	5,532
Staff Wages	101,532	-	101,532	112,635
Employer Costs	9,932	-	9,932	12,404
Pension Costs	6,092	-	6,092	6,579
Staff Recruitment Costs	(86)	86	-	3,972
Staff Travel Expenses	475	-	475	1,362
Telephone and Internet	1,275	731	2,006	1,981
Insurance and death in service	8,060	-	8,060	4,459
Postage and Stationery	1,745	1,444	3,189	4,088
Capital Expenditure	1,875	1,436	3,311	8,077
Computer Running Costs	11,071	5,552	16,623	14,521
Sundry Expenses	876	7	883	1,848
Legal and Professional Fees (Including Governance)	12,289	1,538	13,827	19,176
Depreciation	3,531	-	3,531	1,378
Bank Charges	1,316	-	1,316	799
	166,376	14,100	180,476	203,157
Total Expenditure on Charitable Activities	**1,266,133**	**267,500**	**1,533,633**	**1,465,003**

SERVICE SIX
FOR THE YEAR ENDED 31 MARCH 2024
NOTES TO THE ACCOUNTS (continued)

5 Governance Costs

The following costs are included in 'Legal and professional fees' in note 2

	2024	2023
	£	£
Auditor's remuneration for audit work	4,680	4,366
	4,680	**4,366**

6 Staff Costs and Trustees' Remuneration

	2024	2023
	£	£
Wages and salaries	599,492	571,888
Social security costs	46,551	45,016
Pension costs	34,656	33,145
	680,699	**650,049**

The average monthly number of employees was 25 (2023 - 25).

No employee received remuneration amounting to more than £60,000 in either year.

The key management personnel of the charity comprise the Trustees and the Chief Executive Officer (both in post and interim). The total employment benefits of the key management personnel of the charity were £75,489 (2023 - £65,600)

No trustees received any remuneration or expenses in the year. (2023 – nil)

SERVICE SIX
FOR THE YEAR ENDED 31 MARCH 2024
NOTES TO THE ACCOUNTS (continued)

7 Comparative statement of financial activities

	Unrestricted funds	Restricted funds	Total 2023
	£	£	£
Income and endowments from			
Donations and legacies	20,283	-	20,283
Income from investments	7,533	-	7,533
Incoming resources from charitable activities			
Income from charitable activities	1,344,659	231,763	1,576,422
Total income and endowments	**1,372,475**	**231,763**	**1,604,238**
Expenditure on			
Charitable activities	1,227,651	237,352	1,465,003
Total expenditure on charitable activities	**1,277,651**	**237,352**	**1,465,003**
Net income/(expenditure) for the year	144,824	(5,589)	139,235
Balances brought forward at 1 April 2022	504,071	116,536	620,607
Balances carried forward at 31 March 2023	**648,895**	**110,947**	**759,842**

SERVICE SIX
FOR THE YEAR ENDED 31 MARCH 2024
NOTES TO THE ACCOUNTS (continued)

8 Fixed Assets

	Office Furniture	Computer Equipment	Improvements to Leased Premises	Total
Cost	**£**	**£**	**£**	**£**
At 1 April 2023	5,977	64,274	4,290	74,541
Additions	2,204	-	-	2,204
At 31 March 2024	**8,181**	**64,274**	**4,290**	**76,745**
Depreciation				
At 1 April 2023	5,976	63,402	2,364	71,742
Charge for year	735	871	1,925	3,531
At 31 March 2024	**6,711**	**64,273**	**4,289**	**75,273**
Net Book Value at 31 March 2024	**1,470**	**1**	**1**	**1,472**
Net Book Value at 31 March 2023	**1**	**872**	**1,926**	**2,799**

9 Debtors

	2024		2023	
	£	£	£	£
	Unrestricted	Restricted	Unrestricted	Restricted
Trade Debtors	26,326	-	181,030	-
Prepayments and accrued income	63,648	2,632	22,412	2,713
	89,974	**2,632**	**203,442**	**2,713**

SERVICE SIX
FOR THE YEAR ENDED 31 MARCH 2024
NOTES TO THE ACCOUNTS (continued)

10 Creditors: amounts due less than one year

	2024		2023	
	£	£	£	£
	Unrestricted	**Restricted**	**Unrestricted**	**Restricted**
Trade creditors	60,632	231	67,158	266
PAYE and NIC	11,065	-	12,098	-
Accruals	14,451	-	33,829	3,600
Deferred income	133,305	35,687	376,989	132,798
	219,453	**35,918**	**490,074**	**136,664**

The deferred income relates to contracted services that have not yet been provided.

Movement in deferred income:	£	£
	Unrestricted	**Restricted**
Balance as at 1 April 2023	376,989	132,798
Released to SOFA in year	(584,946)	(175,913)
Amount deferred during year	341,262	78,802
Balance as at 31 March 2024	**133,305**	**35,687**

SERVICE SIX
FOR THE YEAR ENDED 31 MARCH 2024
NOTES TO THE ACCOUNTS (continued)

11 Restricted funds

The funds of the charity included restricted funds comprising the following incoming resources, expenditure and unexpended balances of donations and grants held on trusts to be applied for specific purposes.

Movement in restricted funds 2024

	At 1 April 2023	Incoming resources	Expenditure	At 31 March 2024
	£	£	£	£
Big Lottery Fund Milton Keynes Youth Starz	44,480	79,849	124,329	-
Big Lottery Fund TARGET	55,695	41,886	97,581	-
Children in Need OPAL Project	10,772	33,783	39,975	4,580
Big Lottery Fund NEW TARGET	-	20,395	5,615	14,780
	110,947	**175,913**	**267,500**	**19,360**

Movement in restricted funds 2023

	At 1 April 2022	Incoming resources	Expenditure	At 31 March 2023
	£	£	£	£
Big Lottery Fund Milton Keynes Youth Starz	45,052	84,119	84,691	44,480
Big Lottery Fund TARGET	57,326	114,911	116,542	55,695
Children in Need OPAL Project	14,158	32,733	36,119	10,772
	116,536	**231,763**	**237,352**	**110,947**

The three-year Big Lottery Fund Milton Keynes project offers services to disadvantaged young people; to address and develop transferable life skills and provide healthy positive activities in the Milton Keynes area.

The three-year Big Lottery Fund TARGET project's aim is Targeting and Reducing Grooming, Exploitation and Trading of children and young people online across Northamptonshire and Leicestershire.

The three-year Children in Need OPAL project aims to support young people to reduce self-harming and anxiety behaviours in the Northamptonshire area

The three-year Big Lottery Fund NEW TARGET project's aim is to continue Targeting and Reducing Grooming, Exploitation and Trading of children and young people online across Northamptonshire and Leicestershire.

SERVICE SIX
FOR THE YEAR ENDED 31 MARCH 2024
NOTES TO THE ACCOUNTS (continued)

12 Unrestricted funds

	At 1 April 2023	Incoming resources	Resources expended	Transfers	At 31 March 2024
		Movement in Unrestricted Funds 2024			
	£	£	£	£	£
General Fund	498,895	1,485,041	1,266,133	-	717,803
Therapeutic Service Obligations	60,000	-	-	-	60,000
Redundancy Provision	90,000	-	-	-	90,000
	648,895	**1,485,041**	**1,266,133**	**-**	**867,803**

The therapeutic service obligations and redundancy provision funds are explained in the Reserves Policy in the Trustee report

	At 1 April 2022	Incoming resources	Resources expended	Transfers	At 31 March 2023
		Movement in Unrestricted Funds 2023			
	£	£	£	£	£
General Fund	324,071	1,372,475	1,227,651	30,000	498,895
Therapeutic Service Obligations	60,000	-	-	-	60,000
Redundancy Provision	90,000	-	-	-	90,000
Support For Ukrainian Customers	30,000	-	-	(30,000)	-
	504,071	**1,372,475**	**1,227,651**	**-**	**648,895**

13 Reconciliation of net movement in funds to net cash flow from operating activities

	2024	2023
	£	£
Net movement in funds	127,321	139,235
Add back depreciation charge	3,531	1,378
Deduct interest income shown in investing activities	(27,319)	(7,533)
Decrease/(increase) in debtors	113,549	(166,693)
(Decrease)/Increase in creditors	(371,367)	(146,524)
Net cash (used in) / generated by operating activities	**(154,285)**	**(180,137)**

SERVICE SIX
FOR THE YEAR ENDED 31 MARCH 2024
NOTES TO THE ACCOUNTS (continued)

14 Analysis of cash and cash equivalents

	2024	2023
	£	£
Cash at bank and in hand:	279,420	647,103
Notice deposits less than 3 months)	85,000	530,523
Total cash and cash equivalents	**364,420**	**1,177,626**

15 Analysis of current asset investments

	2024	2023
	£	£
Maturity date less than 3 months	344,700	-
Maturity date more than 3 months	339,336	-
Total current asset investments	**684,036**	**-**

16 Called up share capital

The company is limited by guarantee and does not have any issued share capital. Every member of the company undertakes to contribute to the assets of the company (should this be wound up during membership or within one year after ceasing to be a member), for payment of debts and liabilities of the company contracted before ceasing to be a member. The contribution payable is limited to a sum not exceeding £10.

17 Contingent liabilities and capital commitments

The company had no contingent liabilities or capital commitments at 31 March 2024 or 31 March 2023.

18 Leasing Commitments

Total future minimum lease payments under non-cancellable operating leases are as follows:

	Land and Buildings	
	2024	2023
	£	£
Within 1 year	5,000	5,000
In 2-5 years	6,250	1,250
Over 5 years	-	-
	11,250	**6,250**

19 Related Parties

There were no transactions during the year with related parties. (2023 - nil).

SERVICE SIX

England & Wales - Charity number 1132490

Accounts

Service Six

2022 - 2023

IMPACT REPORT



Changing Lives • Creating Futures

Service Six

Changing Lives • Creating Futures

CONTENTS

	PAGE
Welcome	01
Message from Claudia Slabon	02
Mission, Vision and Values	04
2022-2023 Impact	06
Our Services in 2022-2023	07
Our Strategy & Priorities	10
Play Therapy Case study	12
SEND Case Study	15
Psychotherapy Case Study	17
Spectrum	21
LGBTQ+	25
TARGET	26
Our Team in 2022-2023	27
Thank you to our Funders & Supporters	29
Community Fundraising	30
Legal Information	31
Trustees' Report	32
Report of the Independent Auditors to the Trustees of Service Six	36
Financial Accounts	39

WELCOME
TO THE SERVICE SIX IMPACT REPORT

Service Six is an independent regional charity, which was specifically set up to provide life-changing and often life-saving support services to children, young people and their families. We have been in operation since 1979, and our services currently support communities in Northamptonshire, Leicestershire, Lincolnshire and Milton Keynes.

Our motivation is to improve outcomes for children and young people; we strive to support them to live healthier, happier and safer lives through addressing mental health and wellbeing needs, and increasing resilience.

We are pleased to share our Impact Report 2022-2023 with you which documents many of the ways that we have supported children, young people, and their families over the last 12 months. Throughout the report you will find, key information about Service Six and our projects, a breakdown of our strategies and priorities for the future, client case studies and feedback from those who have accessed our services.

As always, the Service Six team have risen to the challenges and opportunities of the year with positivity and determination. We are constantly being guided by those who access our services, to develop and grow. We are always looking to find new ways to meet the needs of vulnerable children and young people, and their families.

We are all proud to be a part of this charity, and the life-changing work that is happening every single day. Our staff and young people have all achieved so much over the past year and we are delighted to share this with you all throughout our report.

We are continually grateful for all those who have supported Service Six throughout the year, and would like to thank everyone who has contributed; including volunteers, staff and trustees Thank you for your commitment, support and wisdom – we couldn't have done it without you!



Carole Fitzsimons
Chairperson



Claudia Slabon
Chief Executive



Emma Campion
Incoming Chief Executive

Message from Claudia Slabon CEO from 2016- 2023

After 14 years of having a role at Service Six, from Youth Support Worker to Assistant Chief Executive to Chief Executive, I have decided to finally leave the organisation. I want you all to know that this was my decision, a tough one for me to make as I love Service Six and everything it stands for, especially you, the team, who bring Service Six to life.

I intend to re-focus my energy and attention on a new career pathway, which will allow me to stay engaged in the development of vital and robust mental health initiatives in Northamptonshire but also have the time and energy I need to focus on myself, my family and my other passions. As I step down as CEO to recharge after spending nearly 7 years leading this great organisation, I am very confident in Service Six' continued growth and success, and will remain its biggest fan.

During my tenure Service Six has made notable strategic achievements which are reflected in the charity's current position and its performance over the last few years. I'm leaving an exceptional talented and committed team (YOU) in place and the organisation in an excellent position for its continued growth.

Servicing our beneficiaries and the charity has been an honour and working with our dedicated staff, trustees and partners over the years has been an absolute pleasure. I look forward to following the continued success of Service Six and am hopeful and excited for the next chapter of this wonderful charity, as you will continue to support our communities and strive to reach our vision of a world where all children can live happy and healthy lives.

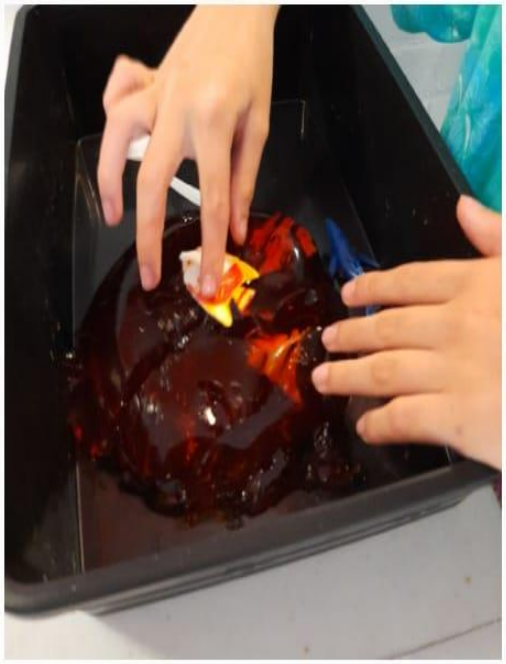
Thank you all for the trust you have placed in me! And thank you for your commitment and ongoing support to Service Six. The team at Service Six is stronger than ever and will continue to do amazing things.

Thank you

Claudia













I love the stepping stones project because it is really helpful and I feel like it is able to support me and maintain my safety relatively well (to their best ability). The staff are brilliant - they never fail to make my day and I feel like they're very reliable and consistent. If a staff member were to be off and I was in need of a session, I would have a session with a different staff member who would be as good as my main one. Stuff said in the sessions isn't unnecessarily safeguarded (like it has been in some of my previous services). Stepping stones staff are also there for you if you end up in hospital. I am so grateful for their work with me!

A aged 16

Mission, Vision and Values

We are responding to the identified needs of children, young people, adults and families achieved through a range of professional interventions and partnerships, funded by diverse commissions, grants and donations

For all beneficiaries to be healthy and resilient



We are passionate, respectful, fair and ethical in providing qualitative accountable services.

Passion

Our people are passionate & committed within their work, operating in a caring environment towards each other and customers.

Respectful

We believe in supporting all customers in a respectful way with thinking that empowers them to help themselves and enables them to do so.

Equality

We are committed to enabling equity of access and equality of opportunity within an inclusive environment, showing respect for all as individuals.

Ethical

We will build upon our status as a trusted, transparent service provider and contractor

Quality

We will deliver a quality service with the highest standards for our customers, investors and contractors.

Accountable

We will be fully accountable for all aspects of our service, acting with integrity and providing information to customers and contractors.

Our Approach

We are listening to children and young people to directly respond to their voices, needs and priorities.

“At youth club we like to make food, play outside, eat cake, play games and do arts and crafts”

Kidz on the Mews Youth Group













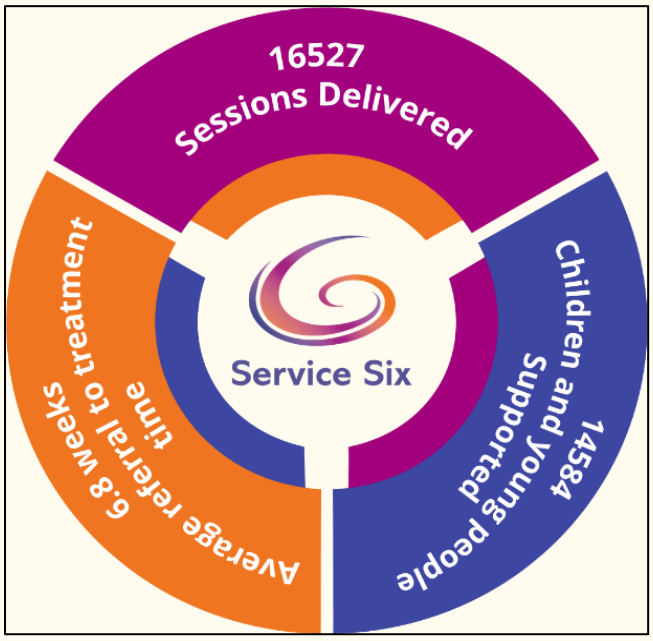








2022- 2023 IMPACT

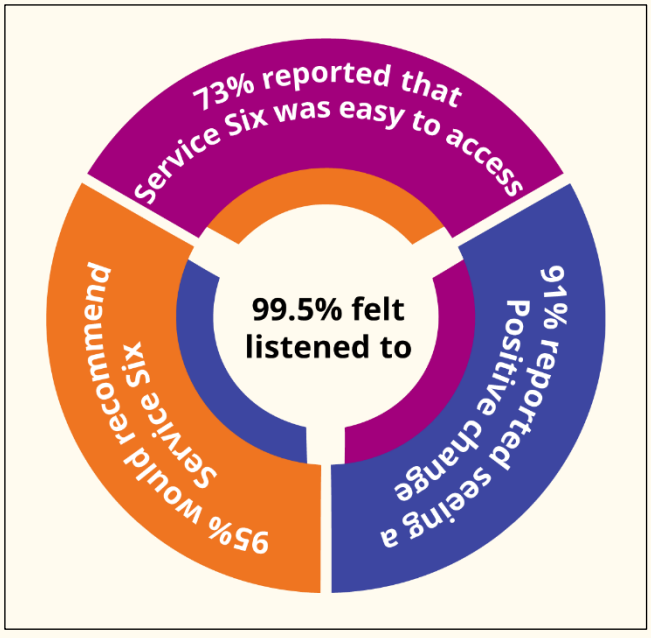




2022-2023 Increase in CYP Supported 55%

2022-2023 Increase in safeguarding concerns raised 226%

2022-2023 Increase in sessions Delivered 36%





Our Services in 2022-2023

Northamptonshire

Caring Connections – Improving mental health, education and employment outcomes for Children in Care and Care Leavers.

Emotional Wellbeing and Mental Health Support, Counselling and Therapy for Children and Young People living in East Northamptonshire and Wellingborough. (Including Adults in East Northamptonshire; includes a wide range of contracts)

Espresso Yourself Wellbeing Cafe – Weekly drop-in sessions in Wellingborough and Raunds for young people and their families who find themselves in an emotional crisis and require immediate support.

Happier Families – Family Support and Wellbeing Programme.

Happy Heads Under 11s Service – Supporting primary school aged children to build emotional resilience and develop a healthy mind so they can be happier and healthier.

Kidz & Youth on the Mews – Safe place for Children and Young People to make friends and have fun.

N-SASS – Northamptonshire Support After Suicide Service providing access to timely and appropriate support for people living anywhere in Northamptonshire of any age who are bereaved or affected by suicide.

OPAL – Therapeutic support for Young People who self-harm.

OUT THERE Wellingborough – Youth Group for Young People who identify as LGBTQ+.

Post Sexual Abuse Pathway (PSAP) - Therapeutic services for Children and Young People who are survivors of sexual abuse/violence.

Rapid Response – Therapeutic support for Young People who visit A&E with self-harm issues or who have been identified as requiring immediate emotional support.

SHAPE – Self-Harm Awareness and Prevention Enterprise, providing education, awareness and support about self-harm in East Northamptonshire & Daventry.

TARGET – Targeting And Reducing Grooming, Exploitation and Trading of Children and Young People Online (sexual and criminal exploitation and abuse)

Youth Court Solutions – 'At Court' Problem Solving Service based at the Wellingborough Youth Justice Centre.

Teen Clinic – Teen Clinic Daventry provides a neutral space where young people aged 11-18 who live in Daventry, and/or access secondary education in Daventry, can access health services and resources regarding general physical and mental wellbeing, sexual health and contraception. They will be able to obtain advice, support and signposting in the management of their current difficulties.

Leicestershire

Post Sexual Abuse Pathway (PSAP) - Therapeutic services for Children and Young People who are survivors of sexual abuse/violence

TARGET –Targeting And Reducing Grooming, Exploitation and Trading of Children and Young People Online (sexual and criminal exploitation and abuse)

SAPPHIRE - Emotional wellbeing support to improve mental health and education outcomes for Children in Care

EMERALD - Emotional wellbeing and mental health support to increase resilience and reduce anxiety

Lincolnshire

Post Sexual Abuse Pathway (PSAP) - Therapeutic services for Children and Young People who are survivors of sexual abuse/violence

Milton Keynes

Rapid Response – A&E Crisis Prevention and Discharge Support

Spectrum – Weekly Youth Group for young people with Special Educational Needs (SEN)

Stepping Stones – support provision for young people transitioning from Mental Health Inpatient Services to Community Integration

Youth Starz – Emotional wellbeing and mental health support for Children and Young People to develop confidence, resilience and transferrable life skills

Many of our projects and services are delivered in partnership and collaboration with other amazing organisations; the REACH Collaboration, Northamptonshire Youth Offending Service, SARCs, Stand Out Northamptonshire, the Crysalys Foundation, Voice Northamptonshire, Volunteering Matters, Northamptonshire Domestic Abuse Service (NDAS), Northamptonshire Youth Offending Service, Northamptonshire Health Foundation Trust and Learning Without Limits Academy amongst many others.



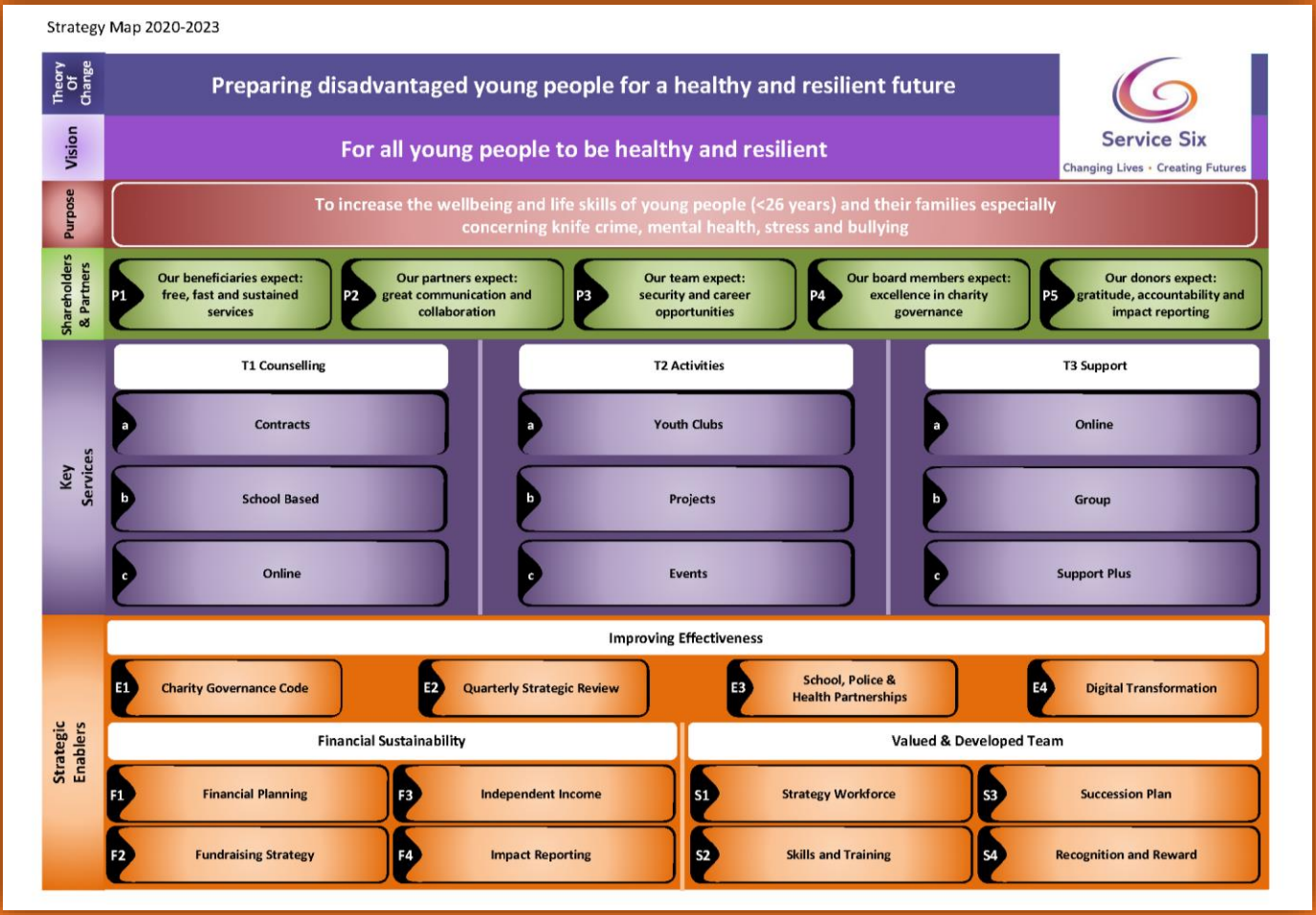


"I just wanted to say thank you for all the work you have kindly done with X over the last few weeks. I can honestly say that your sessions have had such a positive impact on X. She is more chatty, happy and almost back to her old self. I've had family members comment on how more at ease she seems around people."

Counselling Client

STRATEGY & PRIORITIES

STRATEGY MAP



PRIORITIES BEYOND 2023

01 Continue Quality Assurance to maintain Trust in our services

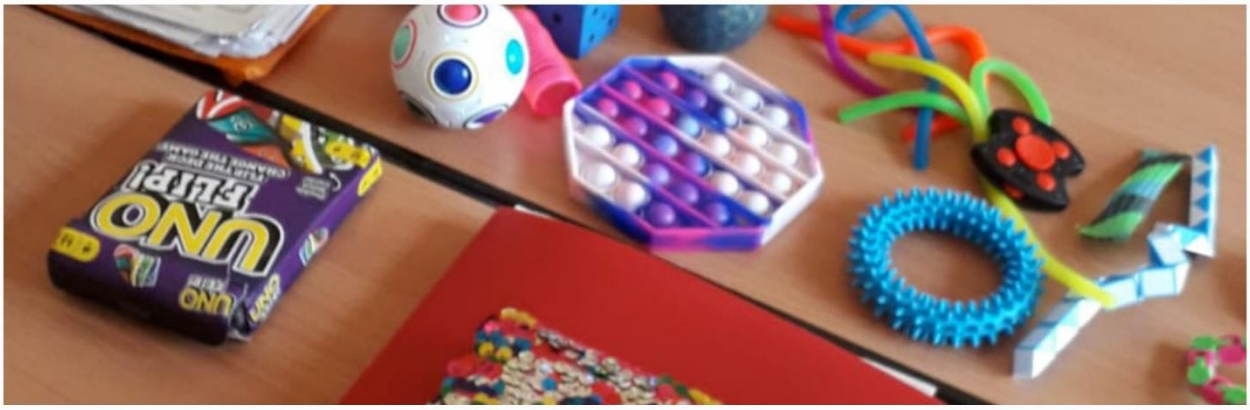
02 Continue Consulting with and Listening to Young People

03 Continue Fundraising to sustain our services for lasting outcomes for Young People

04 Continue with existing partnerships and develop new Alliances

"I really enjoy coming to Service Six. It has provided for me a safe place to come, however often I choose, with tasks which provide a sense of achievement and are always fun. The workers are always chatty, kind and willing to listen too. After an in-patient admission Service Six provides a sense of normality. It is always the highlight of my week and I always look forward to it."

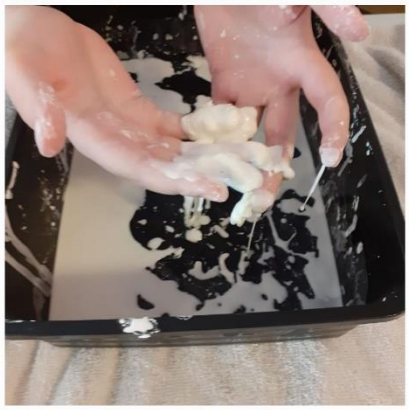
AM aged 16













Play Therapy Case Study

I would like to introduce Fred, aged 8.

Fred is a pseudonym and is a composite of a number of children and young people I have had the privilege to work with. I have done this to maintain client confidentiality to protect their identity and their individual stories.

Fred was subjected to parental substance misuse, emotional and physical abuse, neglect, and domestic violence. He experienced a handful of displacements residing in temporary foster care until he was placed into the care of his paternal grandparents, under a Special Guardianship Order (SGO). Fred is now settled in a loving and caring environment; however, historical residue remained, and it was evident that Fred needed the support to process and integrate the unintegrated parts of his earlier childhood experiences, as this was having an impact on his day-to-day life.

Fred was trying to – to the best of his ability – navigate through life the way he knew, which is not always easy when we have experienced trauma; whilst simultaneously not having the cognitive understanding to what is going on internally. For example,

"Why do I 'zone out' when things get difficult?"

"Why do I react aggressively when a peer does not want to play with me?"

Fred was referred to play therapy because of his aggressive outbursts (both physical and verbal) at home and at school, in addition to his insecurity and lack of self-worth.

In the beginning of Fred's play therapy journey, the set-up/offering was a sense of 'Do I/ Can I exist?' What this looks like in the therapeutic space is that the therapist literally does not exist – Fred offered no eye contact, no communication, no invitation to play. He kept his back to me and ignored me for the entire session.

During session 4, I observed a significant shift as Fred interacted and engaged me in his play for more than 50% of the session. Subsequently, the set-up changed, and I noticed his sense of being to shift to 'Is the world safe?' and 'Am I okay?' What this looks like in the therapeutic space is that during play there is often wars, incongruence, aggression, fighting etc. The sense of 'Am I okay?' often involves the therapist finding themselves in a position of being arrested for something that we did not realise we had done, for example stealing. We are often placed into a position of feeling inadequate, disempowered, helpless and the inability to get things right – feelings that are projected onto us via transference. This is when feelings or attitudes a person had about an experience are projected unconsciously onto the here-and-now.

These themes were repeatedly explored over the course of his sessions, alongside my observations of aggression be projected at me via animals biting, objects (soft) thrown, or my repeatedly being killed. This play narrative suggested that Fred was utilising me as an object to project feelings of anger and frustration towards birth parents and ultimately finding retribution.

To facilitate Fred in his process, I used a mixture of tracking, observational, and somatic statements in addition to teaching Fred modulation, breathing and movement to support self-regulation. In turn, this supports the expansion of Fred's capacity to deal with future perceived challenges (whatever they might be) so that he is able to stay regulated for longer without becoming easily emotionally flooded and dysregulated.

At around session 20, I observed another shift in Fred's presentation as his interaction with the need to physically release pent up anger and frustration decreased, and his ability to regulate increased via breath work, movement and taking himself off to chill on a beanbag, or to take 5 in the tent.

School and home began to report a decrease in Fred's outbursts both in length and intensity, and sometimes observed his ability to regulate before he got to being emotionally flooded, taking himself away; sometimes he was heard stating, "I just need to take a breath".

This enabled us to move on to and explore the trauma narrative helping Fred to make sense of, process, understand his aggression and integrate his experiences.

We concluded after 36 sessions. Fred was evidencing 'empowerment' and the play was relational, we were just being in the space, enjoying each other's company and playing board games.

Both school and home reported at the end that they had seen a decrease in his emotional outbursts, school sharing that he is less reactive during lunchtimes when playing with peers. Both also acknowledged that Fred's sense of self-worth has increased, and he is presenting more confident and secure in himself and his abilities.



WELLBEING DROP-IN SERVICES FOR 11-18 YEAR OLDS IN NORTHAMPTONSHIRE

If you find yourself needing support, we're here to listen and help in your time of need.

Book an appointment by calling the numbers provided or drop in during our opening times.





Monday's & Friday's 4pm - 8pm
the lowdown, 3 Kingswell Street, Northampton, NN1 1PP - 01604 634385

Tuesday's 4pm - 8pm
Youth Works at Corby Mind, 18 Argyll St, Corby, NN17 1RU - 01536 518339

Tuesday's 3pm - 7pm
Service Six, Raunds Methodist Church, Brook Street, Raunds NN9 6LP - 01933 277520

Wednesday's 4pm - 8pm
CHAT Youth Counselling, Souster Youth Building, 30 Market Road, Thrapston, NN14 4JU - 01832 274422

Wednesday's 4pm - 8pm
Time 2 Talk, Chantry House, 88 Watling Street, Towcester, Northants, NN12 6BT 07385 295008 - 01327 706706

Thursday's 4pm - 8pm
Youth Works, 97 Rockingham Rd, Kettering, NN16 9HX - 01536 518339

Saturday's 10am - 2pm
Service Six, 15 Sassoon Mews, Wellingborough NN8 3LT - 01933 277520

Saturday's 12pm - 4pm
Time 2 Talk, The Abbey, Market Square, Daventry, NN11 4XG - 01327 706706

NHS Northamptonshire Healthcare NHS Foundation Trust
the lowdown supporting young people
YOUTH WORKS
Time 2 TALK
St Andrew's HEALTHCARE
CHAT Youth Counselling
Service Six Changing Lives · Creating Futures

SEND Case Study

I would like to introduce Alice, aged 10.

Please note: Alice is a pseudonym to protect client confidentiality.

Alice was removed from her family home due to neglect and was displaced 3 times before residing with her long-term foster placement. Alice has Autism Spectrum Condition (ASC) and is non-verbal. She was referred into play therapy because of her presenting behaviours including physical aggression towards caregivers.

My work with Alice focused on 2 things; 1) Building a therapeutic relationship based on the core conditions – empathy, trust, safety, and congruence and 2) Stage 1 of trauma work – the re-establishment of a sense of safety, stabilisation, and regulation.

I adapted the play therapy space to ensure that Alice was not overwhelmed with sensory data, whilst equally adapting the way I work and incorporating 'Follow Me' and 'Intensive Interaction' approaches. These approaches are used to facilitate children and young people with ASC and other developmental disabilities to develop the fundamentals of communication. This includes facial expressions, use and understanding of eye contact and vocalisations/ sounds to promote speech.

In the beginning, Alice was only able to remain in the room for approximately 10 minutes; however, this was gradually increased until she was comfortable to remain in the room for the full 40 minutes. This was further consolidated by her experience of me and the sessions as consistent and reliable, subsequently enhancing feelings of safety and security.

I observed Alice's engagement to fluctuate between periods of stimming/ self-soothing behaviours and engagement/interactions with objects and myself. She often loved engaging with a myriad of sensory mediums such as sand, bubbles, playdoh, and foam, in addition to engaging with the puppets – the hedgehog being her favourite. I also observed her engagement to be influenced on how she presented upon arrival; for example, Alice would sometimes present vocal and unsettled, she often hit or kicked items within the room and required that extra space from me to orient herself to the room, to me and to the toys.

As sessions progressed Alice was able to communicate if she did not want my interaction and this was often observed as pushing me away or turning her back on me. Other times Alice would arrive calm and settled which enabled us to experience more intensive interactions, taking it in turns to exchange communication non verbally. For example, whilst engaged with the sand tray, there was a silent dialogue that was repeated several times with some eye contact, as Alice instigated play that involved her inviting me to fill up a jug with sand, before she took it off me to pour over herself.

Furthermore, half way through her therapeutic journey I noticed a shift in Alice's presentation as she began to settle and regulate quicker. I observed Alice to sit on her bottom whilst engaged in play rather than crouch, suggesting that she felt safe in her surroundings and did not feel she needed to be in a position of flight. Also, I observed her engagement and attention in an activity to lengthen particularly her engagement with the sand, in addition to her becoming more curious about her surroundings and taking an interest in things that she had not paid any particular attention to in the beginning.

We concluded after 27 sessions. There was a noticeable improvement in her presentation as she was able to settle, regulate, engage, and interact (eye contact, facial expressions, hand/ body gestures sounds and vocalisations) with others and toys, as well as demonstrate a curiosity about her surroundings.

Caregivers reported a marked improvement in her behaviour and advised that she presents quieter, calmer, and settled in her presentation; she is less aggressive towards them, and school have reported Alice to be more curious about her surroundings. Caregivers are regularly receiving photo updates evidencing her engagement and participation in different activities.



Psychotherapy Case Study

Background:

E is 12 years old. She has been an inpatient in an eating disorder clinic. She has 2 psychiatrists based in CAMH's (out of county) who recommended creative therapy as she will not talk to professionals. They did not have a therapist available in county at that time. Mum commissioned Service Six to provide the therapy, NHS funded.

Family unit comprised of Mum, E who is the youngest child with 2 older sisters.

Mum and Dad are divorced. Dad lives with paternal Grandparents. Dad and Grandparents are very wealthy. They own a yacht and own holiday villas.

For CPTSD (Complex Post Traumatic Stress Disorder) a clinical case formulation is constructed which informs the hypothesis and treatment plan.

Case formulation – information gained from the initial clinical assessment.

Presenting Problem:

- *Eating disorder.*
- *Regular episodes of psychosis.*
- *Emotional dysregulation.*
- *Regressive behaviours, emotional, physical, and behavioural. When I enquired with Mum as to assessing her regressive age, she suggested 9 years.*
- *Disassociation, E is unable to remember – or it could be that she has shifted to her limbic brain and her hippocampus is offline due to her stress response so not recording the here and now.*
- *Separation anxiety – can-not tolerate being separated by Mum.*

Predisposing Factors - why E is inclined to behaviours:

- *Family systems – parental discord/separation/divorce; she lacks clarity or understanding as to why*
- *Dysfunctional relationship with paternal Grandparents, they are experienced as being unsafe and unreliable. May 2016, on holiday in Weymouth with Grandparents who became violent to sister and then E. She was locked in a room, all sisters had their phones removed but one sneaked out and used the landline to call Dad, he then became angry and told them off. Mum and girls evicted out of family home May 2017; Grandmother packed up the girls' bedrooms, their bedroom curtains were later seen by E hung in one of Grandparents rental properties. October 2019, E on holiday in Marbella with Dad, Grandparents, and other family members, she reported feeling anxious and uncomfortable,* ***she did not eat*** *until she moved to Mum's holiday home in the same village. For E, Grandparents are not safe. This is the start of disordered eating.*
- *Experiencing rejection from Dad after the divorce, there was no contact for 6 months, this was experienced as ambivalent loss. Through many incidents, he is experienced as unreliable, lacks consistency or predictability. Feb 2017, Mum was on holiday, all 3 girls were in the care of Dad, however he did not see E once in that week and left them with his parents. June 2020, Grandfather shouted at her due to her resistance eating her snack, Dad did not protect her. March 2020, E is crisis and needed medical care, Dad was too busy to accompany E and Mum to A&E – this culminated in E being sectioned and in an eating disorder unit.*
  The dysfunctional relationships with Dad and Grandparents have created confusion and emotional disorder.

- *Separation from Mum, her holidays and when Mum's brother died. Mum is her secure base.*

- ***Precipitating factors – what triggered the presenting problem:***
- *Dec 2019-Jan 2020 on holiday with Dad to Center parcs and his family. E reports two incidents happened. She will not share what happened, she speaks of 'something bad will happen' if she tells. CAMHs believe she was sexually assaulted.*
- *Feb 2020, blood tests for her eating disorder took 40 minutes, traumatic for E.*
- *Feb 2020, 3 sessions in counselling at CAMHs but she became volatile, so this ended.*
- *March 2020, in medical crisis and attended hospital.*
- *April 2020, admitted to the Phoenix Centre.*
- *June 2020, Mum reports witnessing E's first psychotic episode and attacking Mum.*
- *June 2020, E handcuffed by the police for assaulting Mum.*
- *Maternal Grandmother's ill health (late 2020) meant Mum was absent when she travelled to visit her.*

Perpetuating Factors:

- *Dad continues to be unreliable and lacks consistency. Example, not calling her on her birthday.*
- *Lacks equilibrium in her relationship with Paternal Grandparents.*
- *Unresolved interpersonal trauma.*
- *Diesel's (dog) illness and death.*

Protective Factors:

- *Mum*
- *Maternal Grandmother*
- *Was Diesel, will be the new puppy Barney*
- *Eating regime*
- *Sisters*
- *Friends*

Working Hypothesis: This changes during therapy

Psychopathology is caused by E's attempt to maintain homeostasis (a dynamic process that can change internal conditions as required to survive external challenges).

Her childhood from age 9 has been experienced as stressed life events; parental conflict, divorce and Dad's absence has affected her emotionally and psychologically. Her relationship with Dad has created a sense of unpredictability. In a recent session she spoke of loving dad but then said that she does not believe he loves her.

E feels rejected, abandoned, and emotionally deprived due to her patterns of attachment with Dad (disorganised). She experiences a lack of empathy and acceptance from Dad. He has not protected her when she needed his protection.

E experiences Dad as a paradox, she loves him because he is Dad, but dislikes his behaviours. She is unable to process this. These life events can be considered as interpersonal trauma, parental separation and witnessing domestic abuse which is complex trauma. The incident at Center parcs has also been experienced as a trauma – for her even though there is no evidence of what happened.

Schema of self: 'I'm unlovable'.

Maladaptive thoughts: Dad does not love her, Maladaptive Feelings: Episodes of being emotionally dysregulated. Maladaptive behaviours: eating disorder.

Therapy Treatment Plan:

Practice – trauma informed. Her eating disorder will not be discussed in sessions unless she brings it into the room. I have been clear that I am not an eating disorder therapist.

Stage one

Build a trusting therapeutic relationship. She disengaged in previous therapy after 3 sessions. Respecting her nonverbal engagement, our contract is that we do not discuss her eating disorder.

Stage two

Play therapy/creative therapy.

Stage three – we did not get this far

Psychoeducation and self-regulation.

We have agreed to begin this on Monday 14th June. She wants to use sensory materials whilst we are exploring (age appropriate) neuroscience and her stress responses.

Stage four

Trauma narratives, starting at the beginning. As traumas become resolved, this may lead to Center parcs.

Stage five

Review, reconnection, and reintegration.

Therapy:

Initial 8 sessions were nonverbal though she will speak to Mum, typically in whispers. Mum is in the sessions with us, we work following dyadic principles as she will not be separated with Mum. All sessions focus on painting, clay, drawing and creative play.

Break through, session 9. I noticed in session 8 how if Mum put a felt tip back in the wrong place in the pack, she would correct this. At the end of session 9, Mum went to use the facilities before the long drive home. Typically, E would stand just outside the door waiting for her. I laughed and said how Mum had put the felt tips in the wrong place. E raised her eyebrows, came in the room, and moved them into their correct place. Mum returned, as they walked down the corridor, E looked back and said, 'it is my birthday next week'. The following week I asked if she had a good day, she freely shared how the day had gone, she said it upset her because Dad did not come to see her or call her, I validated her disappointment. She is now talking.

E is playing with foam, buttons, and stones. She was excited to see the play doh. As she plays, she is talking freely. Her voice regresses to a younger age. This has opened conversations relating to Dad, her sense of

feeling unloved. She has also played and talked about Diesel, her sense of loss and what happens when he dies.

The following session, she entered the room on her own whilst Mum used the facilities. She sat down and started talking about her excitement collecting Barney on Thursday but also the sadness of losing Diesel. When Mum joined us, she was then able to express the distress she has experienced since losing Diesel. She has now become emotionally literate.

The following session, she was drawing an activity 'the gardens', there are 5 different circles and she and Mum were encouraged to draw a garden for each person who was significant to them. At the end, I shared noticing that Dad was not a garden. She then scrunched up the paper and screamed. We played a game to re-regulate.



The following week, E disclosed child sexual abuse to a teacher, Dad being the alleged perpetrator. She ran away in a state of overwhelm. There was then police involvement, strategy meeting with all professionals. I was then unable to continue my work with her until she had made her video recorded interview. I recommended she return to the eating disorder unit until she has re-stabilised, there were no beds. Her mental health declined quickly, her medication reviewed and increased. She began being increasingly violent towards Mum which meant E was arrested on many occasions. SHE IS NOW 13! Once, this was overnight in the cells – to keep her safe.

6 months later, she was placed in care after hospitalisation of Mum on two occasions after being attacked by E.

Her first placement broke down very quickly. She was then placed in a specialist trauma home; she was displaced within a week.

It is difficult for a therapist to not know what happened next as I was no longer involved in her treatment.



Spectrum Youth Group was launched 1st July 2021 as it was identified that there wasn't anything in the local area specifically for SEN teenagers aged 11+ that focused on creating positive friendships.

The first session was attended by 10 young people and since its launch 20 unique young people have accessed the service.

91 sessions have been completed to date.

At each session there is a sensory table, art and craft and a games table.

Feedback from a young person

I think that service six has definitely flipped my perspective on the way I think of my identity/how I am. As an autistic girl I really struggled to accept my differences but having a safe space like this has made me want to be myself. Every time I get the chance to come to Youth Club I feel a lot better as I know that whatever I say won't be judged or taken the wrong way and after a stressful day at school this is brilliant.

During the summer they've done lots of summer sessions (Art club, Cooking club and Spectrum continued) and I think since coming to these clubs I've developed my confidence and an ability to voice my opinion. I've gained great relationships with all the staff and this has been so helpful to keep a routine!!

Parent Feedback

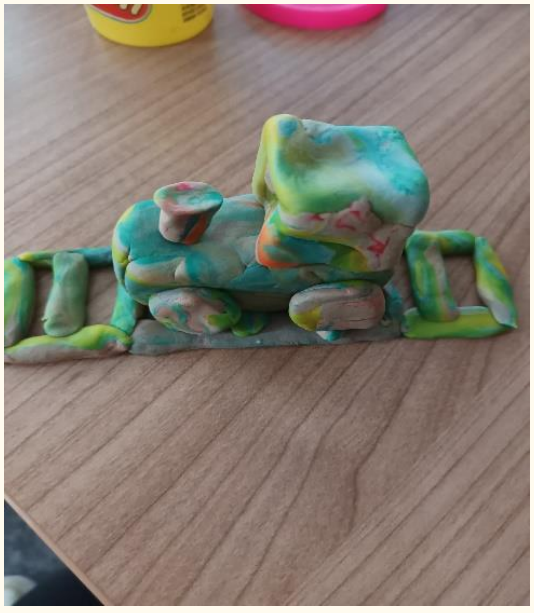
This club is wonderful for my son. It took me a while to convince him to attend at first but he was back then an anxious shy boy, COVID did not help either at that time.

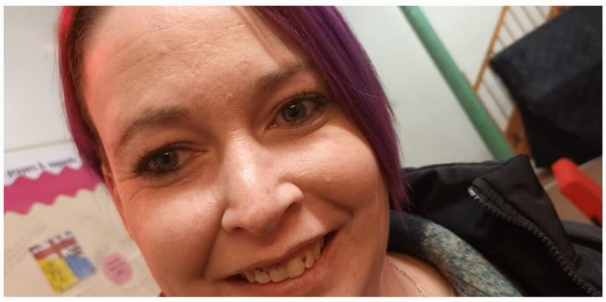
My son loves this club and he is always cross with me if for whatever
He loves it so much that he chose to attend spectrum over his favourite after school club which are run at the same time. So, spectrum has won against science and my son is science mad 😊.

I think this club is also very well run. At no point has my son ever come home complaining that someone was misbehaving or not following the rules, which means it is very well managed and my son always has a smile on his face at the end of each session.

The ladies who run the club are all very lovely, they must have so much patience!!
My son seems to grow in confidence whilst he's at this club and I cannot recommend it enough to people who might benefit from it.

I have nothing but good things to say and I am very grateful for spectrum.





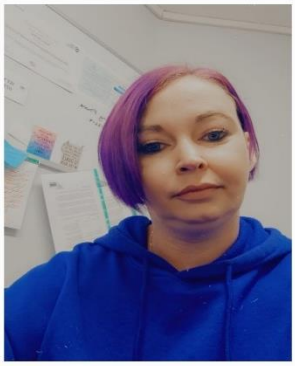






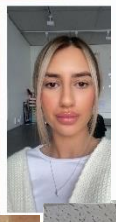








Service Six
Changing Lives · Creating Futures





I am a SENCO from a small Northamptonshire village school who has sought support from Service Six for several pupils now. For each of our referrals we have received support from Navdeep LaPlant.

What can I say?

Nav arrives at our school like a breath of fresh air. Nav takes time to study the notes about each of our vulnerable pupils before she arrives. Nav speaks to parents to hear their views before the individualised support begins with the child.

Nav has supported our pupils with a wide range of issues including:

- Low self esteem
- Coping with bereavement
- Anxiety
- Body Image
- Anger
- Feelings of depression
- Feeling 'different' (with no confirmed diagnosis/answers due to long NHS waiting lists)
- Unexpected separation from family members

Nav has offered our most vulnerable pupils 1:1 time to talk about their problems and feelings. Nav has offered personalised and practical support and advice. Every child Nav has worked with has spoken positively about the sessions and we have seen positive impact.

We cannot thank Nav and Service Six enough for the emotional support they have provided for our pupils. With the current level of emotional need within our school, their service is invaluable.

I wanted to give you some feedback on our visit from Kirsty at our school for a transition workshop.

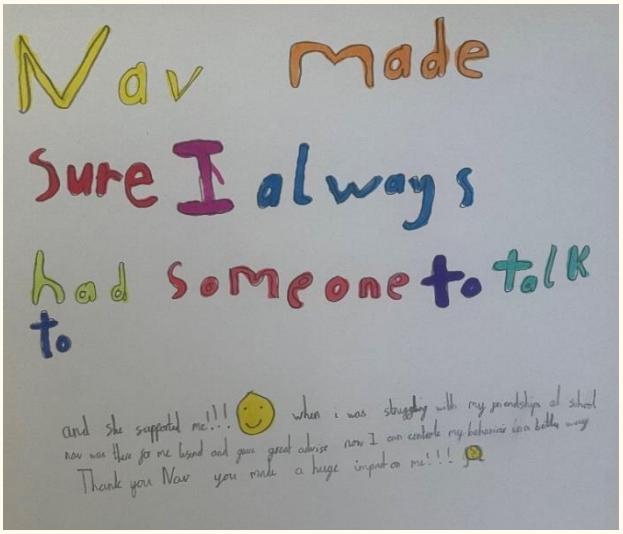
The children gained so much from the session. Kirsty spent quality time discussing strategies that they children could take on board when starting their new schools.

The children gave some real quality answers to her questions and at the end I feel they all had people who they can go to for a positive experience.

Many thanks to you once again for being a great support to our children.







LGBTQ+

Looking back at the beginning of the LGBTQ+ OUT THERE Youth Group in Wellingborough from the early days of when we started back in June 2021 to where we are now, has been a privilege to be a part of such a journey.

It has been a privilege to watch the groups confidence grow week after week and their growth has been admirable.

We think of growth within the group, collectively and individually.

The group have empathy and understanding and always welcome new members.

The respect that they show each other is gratifying to see and the group are self-directed.

They are a vibrant, humorous, witty, smart and sharp group.

The confidence they have developed has allowed them to be able to take part in activities. They have been to Northampton Pride in 2022 and they had a great time and for some it was their first time at a public event. The group have openly spoke about attending Pride and other events out in the community.

A key part of group is the weekly check in which occurs at the beginning of the session in a nonjudgmental space. This gives young people a safe place to talk and be listened to. This enables the young people to discuss problems or issues that impact on the LGBTQ+ community and people their age. They advise and help each other which is really impactful to the individuals. The youth group leaders also take part within this, so the young people feel we are part of the group too.

We take the time to celebrate their achievements as well as discuss and advise on anything that has impacted them negatively over the week. We pride ourselves on creating a safe space where the young people feel comfortable sharing this information.

What an amazing group of young people they are. The word ‘proud’ is used in relation to being LGBTQ+. We at Service Six are so proud of all the young people who attend. We have been inspired by their strength, vibrancy and kindness. They are supportive of each other and have created a safe, lively, welcoming space where they meet each week.





TARGET Conference 2023 On the 31st March, Service Six delivered TARGET's 6th annual conference, titled 'Exposed: Walking the Tightrope of Relational Consent'. TARGET is an amazing project designed to protect young people from the dangers of online grooming, exploitation and abuse. The TARGET team deliver workshops to schools across Northamptonshire and Lincolnshire, providing information to youngsters and enabling them to make safe choices when engaging online. In addition, this service provides one to one support for individuals who have become victims of online sexual abuse or grooming. The conference opened with a prestation from the TARGET team about the impact of the digital world on our understanding of consent and what makes a healthy relationship. This included topics such as pornography, influencers and social media. There was a video called 'Falling down the social media rabbit hole' which looked at TikTok algorithms and their impact. If you were unable to attend and would be interested, this video can now be found on YouTube. Next, we heard from our TARGET Champions. A big thank you to all of the representatives from Northampton School for Girls who came along and spoke to our delegates, along with Tineka Edwards who runs the project at this school. They did a great job and we appreciate their continued support. There was also a video from the TARGET champions in Brambleside Primary School and Catherine Junior School. All of the young people involved demonstrated fantastic enthusiasm for their role. It was an absolute pleasure to welcome our patron, Nazir Afzal OBE, pictured here back at our third annual TARGET conference in 2020. As always, he gave an inspiring, funny and impactful speech about his experiences, beliefs and the work that he does. We are very grateful to Nazir for his continued support and that he was able to attend in person this year. After a short break, Matt Brookes from Childline gave a presentation on the charity's processes and their new Full Story campaign. This campaign aims to increase awareness around child sexual exploitation and Matt encouraged everyone to get involve. So, if you are looking for a volunteering opportunity, please visit the Childline website at www.childline.org.uk. After lunch were heard from Lawrence Jordan from Marie Collins Foundation. Lawrence gave an interesting presentation on Technology-Assisted Child Sexual Abuse. This was followed by Northamptonshire RISE (Reducing Incidents of Sexual Exploitation), who talked about the important work they do across the county. A huge thank you to all of the amazing speakers, who took the time to share their knowledge and expertise. Thank you also to everyone who attended and continue to support the work of our charity.



Our Team in 2022-2023

Management Team

Claudia Slabon – Chief Executive
Emma Campion – Operations Manager
Freyja Montali-Gammon – TARGET Lead Co-ordinator
Giuseppe (Pep) Finn-Scinaldi – Team Supervisor
Katie Byrne – Milton Keynes Service Manager
Yvette Lambe – Therapy Service Manage

Business Support & Finance Team

Karen Green – Finance Officer
Leanne Dunkley – Business Support
Tanya Costantino – Business Support and Development Manager
Tina Botterill – Business Support
Sue Chapman – Business Support *(until October 2022)*

Youth Specialist Team

Amanda (AJ) Jackson
Calum Finn-Scinaldi
Billie Calland
Olivia Fitzsimons
Claire Fairey
Clare Cundy
Gemma Muscutt
Kerry Smith
Kim Jeffs *(sessional)*
Anna Letts *(sessional)*
Kirsty Barber
Leanne Robb
Lyndsay Carson
Navdeep La Plant
Lucy Price *(until September 2022)*
Sonia (Kimmy) Stuart
Christine Thomas
Tony Butcher

Support After Suicide Liaison Worker

John McMann
Sami Marshall

Therapist Team

Abbie Jobin
Alexandra Bosnic
Alison Pavitt
Amy Skelton
Alice Batten
Beth Waters
Deena Singh
Emma Moore
Esther Allday
Felicity Botterill
Freyja Montali-Gammon
Jane Wildbore
Joanna Gilbert
Joanne Vickers
Julie Lee
Kim Orlandini
Mike Santoro
Natasha Saddington
Ophelia Woods
Rebecca Bradley
Sarah Gage
Sarah Irvine
Sophie Marsh
Victoria Gess
Yvette Lambe

Student Counsellors

Kushika Popat
Laura Harrison
Tracey Easton
Sarah Musselwhite
Susan Cuffy-Smith

Child Independent Sexual Violence Advisor

Lyn Brain *(Serenity Secondment)*


Thank You!

WE ARE SAYING THANK YOU TO OUR FUNDERS & SUPPORTERS

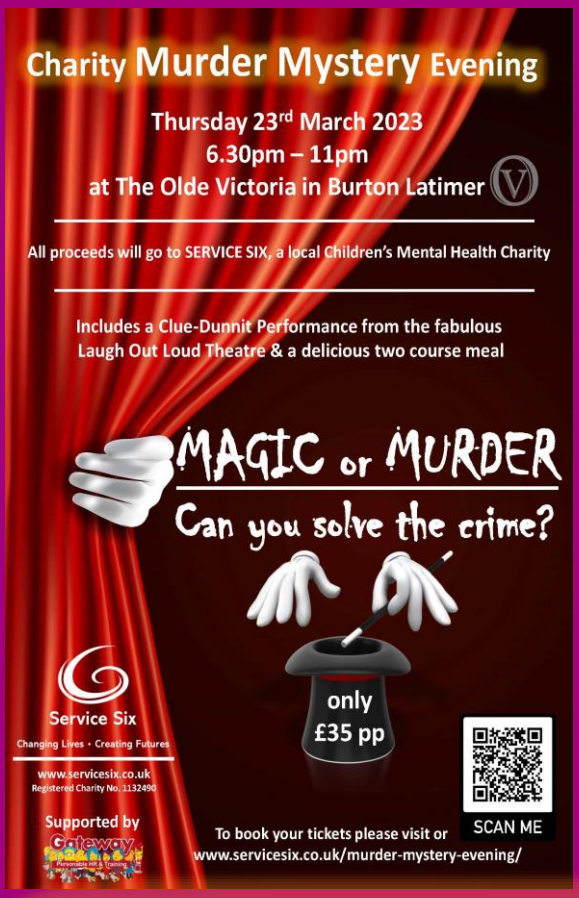
Thank you to everyone who helped us to pave the way to doubling the size and lasting impact of Service Six. Truthfully, we could not do this without you. On behalf of the Service Six Board of Trustees, the Service Six team and of course the children and young people we serve, a sincere thank you for being so generous and believing in the work we do.

Amazon Smile
Andrea Wood
ASDA Foundation
BBC Children In Need
Bedfordshire, Luton and Milton Keynes Clinical Commissioning Group
Beyond Theory
Billie Calland
Claire Wright
Collingwood Lighting
Crown Forfeiture
Danetre And Southbrook Learning Village E-ACT
David Laing Foundation
East Northamptonshire Council
Easy Fundraising
Faraway Childrens Charity
Gateway HR
Great Doddington WI
Healthy Young Daventry
High Sheriff of Northamptonshire
Jenny Ludlow
Juliet Smith
Kidscape
Kingsthorpe College
Lancaster Academy
Learning Without Limits Academy Trust
Maud Elkington Charitable Trust
Masonic Lodge Buckinghamshire
Morrison's Foundation & Community Champion
Moulton School
National Community Lottery Fund
Nazir Afzal OBE (Patron)
NHS England
North Northamptonshire Council
Northamptonshire Centre for Counselling Studies
Northamptonshire Childrens Trust
Northamptonshire Clinical Commissioning Group
Northamptonshire Community Foundation
Northamptonshire Domestic Abuse Services
Northamptonshire Health Foundation Trust
Northamptonshire Public Health
Northamptonshire 50+
Nottingham University Hospital Trust
PayPal Giving Fund
People's Postcode Lottery
Places for People
Prospectus
Raunds Town Council
REACH Collaboration
Rushden Academy
Sainsbury's
Serenity
Simpson & Weekley
Soil Association
Southfield School for Girls
South Wigston High School
Stand Out Northamptonshire
The Crysalys Foundation
The Duston School
The Mallows Company
The Parker Academy E-ACT
TK Maxx & Homesense
VCSE Health & Wellbeing Fund
VOICE Northants
Weston Favel Academy

…. and a huge gratitude to all our individual Donors, Sponsors, Supporters and Community Partners for working with us to make a difference Children and Young People's Lives.

We could not have done it without you ☺

COMMUNITY FUNDRAISING





A huge thank you to Gateway HR for inviting us to their annual conference last Friday.

At the end of the conference the Gateway HR team held a raffle in aid of Service Six, which raised £450 for our charity. All the money raised will benefit the free services we provide for children and young people. 92% of all the funds we raise is spent on the direct delivery of our support services.

Thank you to everyone who supported the raffle and bought tickets, and a big thank you and shout out to everyone that donated:

- Gateway HR
- Kettering Park Hotel
- Dr Martens
- Stephen from the Dukes Arm in Burton Latimer
- Chloe from Scott Bader
- Stewart from ALD Automotive
- Charlotte from Collingwood Lighting
- Tina from the Burton Latimer Band Club
- And our supporters, friends and colleagues:
  Chrystelle, Rebecca, Gaynor, Tanya, Suzanne, Glenn, Carole and her friend and
  Our Milton Keynes team

We really appreciate the support we have received from our Gateway HR family and everyone else and look forward to continue working with you all 😊

Legal Information

Registered Charity Number: 1132490

Registered Company Number: 6740611

Address: 15 Sassoon Mews, Wellingborough, Northamptonshire, NN8 3LT

Website: www.servicesix.co.uk

Also available on Facebook, Instagram and LinkedIn

Board of Trustees
Carole Fitzsimons Chair Person
Chris Bailey
Matt Coleman
Andrea Wood
Tonya Kingham
Karen Blackett (until August 2023)
Sydney Francesca Shaw (until March 2023)
Chris Hill
Jemma Keegan

Patron
Nazir Afzal OBE

Chief Executive
Claudia Slabon (until June 2023)
Emma Campion

Young Volunteers
Calum Finn-Scinaldi

Auditors
DNG Dove Naish LLP Chartered Accountants & Statutory Auditor
Eagle House,
28 Billing Road,
Northampton,
Northamptonshire,
NN1 5AJ

Bankers
NatWest Bank PLC,
40 Market Street,
Wellingborough,
Northamptonshire,
NN8 1AD

Solicitors
Tollers Solicitors,
2 Castilian Street,
Northampton,
Northamptonshire,
NN1 1JX

Trustee's Report

The Trustees are pleased to present their report and the financial statements for the year ended 31st March 2023, which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

Objectives and Activities
The charity's purpose as set out in the objects contained in the company's Memorandum of Association are to:
Provide advice and support to the children, youth, families and communities of Northamptonshire and surrounding area through the provision of counselling services, group work, wellbeing support and educational workshops, conferences and information campaigns relating to youth issues.

Future Aims

The future aims of Service Six are to continue consulting with and listening to the needs of Children and young people, continue with existing partnerships and develop new alliances and to continue with delivering support to children and young people.

Structure, Governance and Management

Governing Document - The organisation is a charitable company limited by guarantee, incorporated on 4th November 2008 and registered as a charity on 5th November 2009. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. The company formerly operated as an unincorporated registered charity registered in 1979.

Recruitment and Appointment of Trustees & Key Personnel - Trustees of Service Six are recruited and appointed in accordance with the Recruiting Trustees & Personnel Policy and associated Succession Planning processes. The organisation seeks to increase trustee numbers with additional or specialist skills and abilities to add to the existing range of expertise of the Board of Trustees and in accordance with the regulations of the Charity Commission of England & Wales and Companies House. Key management personnel remuneration is set by the Trustees using data from the benchmarking of similar sized charities with personnel holding comparable responsibilities, this is reviewed annually by the HR committee.

Organisational Structure - The organisational structure is outlined within an approved set of Standing Orders which clearly define the duties and powers of the Board of Trustees, Directors and Executive personnel. The Standing Orders outlines appropriately approved delegated powers and authorisation available to the Chief Executive with regards to company finance, personnel and associated processes.

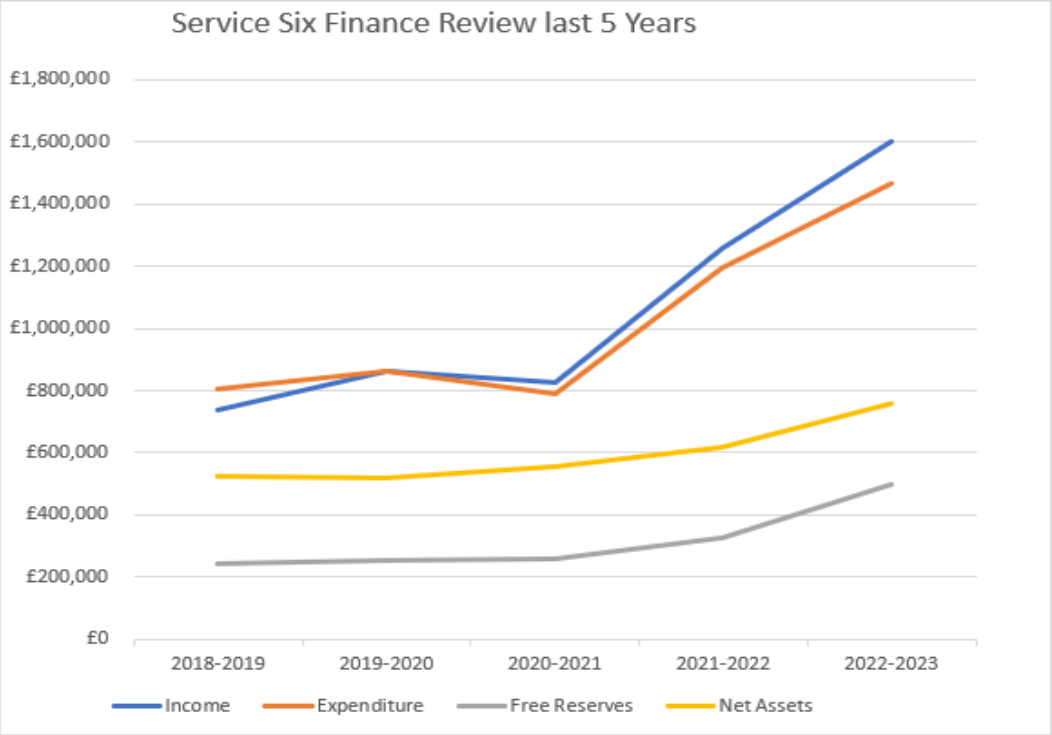
Related Parties - Related party transactions are detailed in note 18. The company does not have any related parties in respect of larger umbrella, affiliated or associated companies or organisations. Service Six is a member of: the British Association of Counselling & Psychotherapy, Youth Access, National Youth Agency, Northamptonshire Chamber, Association of Chief Executives of Voluntary Organisations, Commsortia Northamptonshire, the National Council for Voluntary Organisations, National Counselling Society, Armed Forces Covenant and the REACH Collaboration. Service Six works with a wide range of corporate, statutory and voluntary sector organisations which are mentioned throughout this report.

Risk Management - The Trustees of Service Six undertake regular risk assessment processes in consultation with the Chief Executive. The main risk highlighted within 2022 -2023 were the continuing challenges of the increased need for support, which could have had a significant impact on income and service delivery. The charity's commitment and actions towards making a positive difference alongside our robust reserve policy and extensive risk assessments ensured that the risk has been mitigated, investing sufficient resources in to provding a hybrid service delivery model to continue performing essential services to meet the needs of our beneficaries whilst maintaining all personnel with the skills to manage administrative and income generating activities.

In line with the fund-raising standards, Service Six can confirm the that the charity has not carried out significant fundraising.

Financial Review

During the year total income increased to £1,604,238 a 28% increase on 2022, resulting in a surplus in the year of £139,235. Total funds carried forward at the balance sheet date are £759,842 of which £110,947 is restricted funds.



Reserve's Policy - At 31st March 2023 the free reserves balance stood at £646,096 where free reserves are calculated as general unrestricted fund, less illiquid fixed assets.

It is the charity's policy to hold reserves equivalent to six month's running costs, which in the current financial year totalled £428,000 excluding depreciation (non-cash), subcontractors and sessional costs, which are specifically funded by income received in the year. This is the equivalent of 7 months running costs. Income and expenditure levels as well as free reserves are regularly and closely monitored as part of the charity's budgetary processes and the Trustees will work to bring the amount held in line with the policy given the current and future levels of activity that the charity is anticipating.

£150,000 are designated for redundancy provision (£90,000) and the charity's obligation for ethical completion of therapeutic provision (£60,000) and therefore not available for the general purposes of the charity at the end of the reporting period. Redundancy payments are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that

expenditure, and the obligation can be measured reliably. Redundancy is accounted for on an accrual's basis. The amount identified for the charity's therapeutic service obligations is an estimate of the outlay required to complete any therapeutic service obligations should the charity cease to operate.

After accounting for these designated funds, the general fund stands at £498,895.

Public Benefit Statement - The Trustees of Service Six have complied with their duty to have due regard to the guidance on public benefit published by the Charity Commission of England & Wales in exercising their powers and duties. The main activities undertaken to further Service Six' purpose for the public benefit is in relation to advancing mental health and wellbeing, promoting community interests, assisting the young and advancing education.

Principal Funding Sources - The principal funding sources and how expenses have supported the key objectives of the charity for the year are detailed within this report and the financial statement.

Significant Events – During the financial year the charity has not experienced any significant events that effected the charity financially. An organisational Risk Register is maintained and reviewed bi-monthly by the Finance Committee. Risk factors for future financial performance is loss of funding.

Responsibilities of the Trustees

The Trustees, who are also directors of the charity for the purpose of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31st March 2023.

The Trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

Company law required the Trustees to prepare financial statements for each financial year which 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 expenditures, 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 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 in operation.

The Trustees are responsible for keeping proper accounting records that 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, the Charities Act 2011 and the Charity (Accounts and Reports) Regulations 2008.

They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Statement of Disclosure to Auditors

In so far, the Trustees are aware:

- There is no relevant audit information of which the charitable company's auditor is unaware; and
- The Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

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

Signed by order of the Trustees



Carole Fitzsimons – Chairperson
22.09.2023

REPORT OF THE INDEPENDENT AUDITORS TO THE TRUSTEES OF SERVICE SIX

Opinion

We have audited the financial statements of Service Six (the 'charitable company') for the year ended 31 March 2023 which comprise the Statement of Financial Activities, the Statement of Financial Position, the 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 (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 Auditors' 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 charitable company'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 trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

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.

In connection with our audit of the financial statements, 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.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- the information given in the Report of the Trustees is inconsistent in any material respect with the financial statements; or
- the charitable company has not kept adequate accounting records; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, 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.

Our responsibilities for the audit of the financial statements

We have been appointed as auditors under Section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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 a Report of the Independent Auditors 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.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

We obtained an understanding of the legal and regulatory frameworks within which the charity operates, focusing on those laws and regulations that have a direct effect on the determination of material amounts and disclosures in the financial statements. The laws and regulations we considered in this context were the Charities Act 2011, United Kingdom Generally Accepted Accounting Practice and relevant Taxation legislation.

We identified the greatest risk of material impact on the financial statements from irregularities, including fraud, to be the override of controls by management, assessment of the ability to continue as a going concern and the understatement of revenue. Our audit procedures to respond to these risks included enquiries of management about their own identification and assessment of the risks of irregularities, sample testing on the posting of journals, reviewing meeting minutes, regulatory correspondence and professional fees, review of budgets and post year end financial statements, detailed substantive testing on the completeness of income, and reviewing accounting estimates for biases. We will also review the regulatory correspondence with the Charity Commission.

Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. We are not responsible for preventing non-compliance and cannot be expected to detect non-compliance with all laws and regulations.

These inherent limitations are particularly significant in the case of misstatement resulting from fraud as this may involve sophisticated schemes designed to avoid detection, including deliberate failure to record transactions, collusion or the provision of intentional misrepresentations.

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

Use of our report

This report is made solely to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's trustees those matters we are required to state to them in an auditors' 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 trustees as a body, for our audit work, for this report, or for the opinions we have formed.

DNG Dove Naish LLP

DNG Dove Naish LLP, Statutory Auditor

Eligible to act as an auditor in terms of Section 1212 of the Companies Act 2006

Eagle House

28 Billing Road

Northampton

NN1 5AJ

Date: 3 October 2023

dng chartered accountants

SERVICE SIX
FOR THE YEAR ENDED 31 MARCH 2023
STATEMENT OF FINANCIAL ACTIVITIES
(Incorporating an income and expenditure account)

	Note	Unrestricted Funds	Restricted Funds	Total 2023	Total 2022
		£	£	£	£
Income and endowments from					
Donations and legacies	**1**	20,283	-	20,283	44,193
Income from Investments	**2**	7,533	-	7,533	2,987
Incoming resources from Charitable activities					
Income from Charitable activities	**3**	1,344,659	231,763	1,576,422	1,208,899
Total income and endowments		1,372,475	231,763	1,604,238	1,256,079
Expenditure on					
Charitable activities	**4**	1,227,651	237,352	1,465,003	1,194,382
Total expenditure on Charitable activities		1,227,651	237,352	1,465,003	1,194,382
Net income/(expenditure) for the year		144,824	(5,589)	139,235	61,697
Balances brought forward at 1 April 2022		504,071	116,536	620,607	558,910
Balances carried forward at 31 March 2023		648,895	110,947	759,842	620,607

The company has no recognised gains or losses other than those included in the surplus above.

There were no discontinued operations. The notes on the following pages form part of these financial statements.

SERVICE SIX
STATEMENT OF FINANCIAL POSITION AS AT 31 MARCH 2023

Registered Company Number **06740611**
Registered Charity Number **1132490**

	Note	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
Fixed Assets					
Office furniture	**8**	1	-	1	1
Computer equipment	**8**	872	-	872	1,302
Improvements to Leased Premises	**8**	1,926	-	1,926	2,874
Total Fixed Assets		2,799	-	2,799	4,177
Current Assets					
Debtors and prepayments	**9**	203,442	2,713	206,155	39,462
Cash at bank and in hand		932,728	244,898	1,177,626	1,350,230
		1,136,170	247,611	1,383,781	1,389,692
Creditors: Amounts falling due within one year	**10**	(490,074)	(136,66)	(626,738)	(773,262)
Net current assets		646,096	110,947	757,043	616,430
Total assets less current liabilities		648,895	110,947	759,842	620,607
Funds					
Unrestricted funds:	**12**				
Designated funds				150,000	180,000
General unrestricted funds				498,895	324,071
Restricted funds	**11**			110,947	116,536
				759,842	620,607

SERVICE SIX
STATEMENT OF FINANCIAL POSITION AS AT 31 MARCH 2023 (Continued)

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2023.

The members have not deposited notice, pursuant to Section 476 of the Companies Act 2006 requiring an audit of these financial statements

The trustees acknowledge their responsibilities for

(a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
(b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been audited under the requirements of Section 144 of the Charities Act 2011.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to charitable small companies.

The financial statements were approved by the Board of Trustees and were signed on its behalf by:



Carole Fitzsimons
(Chairperson)

Date: 22.09.2023

SERVICE SIX
FOR THE YEAR ENDED 31 MARCH 2023

STATEMENT OF CASH FLOWS

	Note	Total 2023	Total 2022
		£	£
Cash (used in)/generated by operating activities	13	(180,137)	596,467
Cash flows from investing activities			
Interest income		7,533	2,987
Purchase of tangible fixed assets		-	(4,290)
Cash provided by/ (used in) investing activities		7,533	(1,303)
Increase/(Decrease) in cash and cash equivalents in the year		(172,604)	595,164
Cash and cash equivalents at the beginning of the year		1,350,230	755,066
Total cash and cash equivalents at the end of the year	14	1,177,626	1,350,230

SERVICE SIX
FOR THE YEAR ENDED 31 MARCH 2023
ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)'. Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Service Six is an incorporated charity, registered in England and Wales. The charity's number and registered office address can be found on the Company Information page. The presentation currency of the financial statements in the Pound Sterling (£).

Company status

The charity is a company limited by guarantee. The members of the company are the trustees named on page 31. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £10 per member of the charity.

Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income and gains are allocated to the appropriate fund.

Incoming resources

All incoming resources are included in the SOFA when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

No amounts are included in the financial statements for services donated by volunteers.

Government grant income has been included and recognised within the SOFA as it is received and due to the charity

Resources expended

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Where costs cannot be directly attributed to particular headings, they have been allocated to activities on a basis consistent with use of the resources.

Fund raising costs are those incurred in seeking voluntary contributions and do not include the costs of disseminating information in support of the charitable activities. Support costs are those costs incurred directly in support of expenditure on the objects of the charity and include project management carried out at Headquarters.

SERVICE SIX
FOR THE YEAR ENDED 31 MARCH 2023
ACCOUNTING POLICIES (continued)

Tangible fixed assets and depreciation

Tangible fixed assets costing more than £1,000 are capitalised and included at cost including any incidental expenses of acquisition. Depreciation is charged at 33% per annum on cost of the asset using the straight-line method. Smaller items are treated as an expense in the year of acquisition.

Fixed assets are stated at cost less accumulated depreciation and accumulated impairment losses. Where parts of an item pf property, plant and equipment have different useful lives they are accounted for as separate items of property, plant and equipment.

Depreciation methods, useful lives and residual values are reviewed at each balance sheet date. The selection of these residual values and estimated lives requires the exercise of judgement. The directors are required to assess whether there is an indication of impairment to the carrying value of assets. In making that assessment, judgements are made in estimating value in use. The directors consider that the individual carrying values of assets are supportable by their value in use.

Pension costs

The company operates a defined contribution scheme for the benefit of its employees. The costs of contributions are written off against profits in the year they are payable.

Financial instruments

Cash and cash equivalents in the balance sheet comprise cash at banks and in hand and short-term deposits with an original maturity date of three months or less. Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in the statement of comprehensive income under administrative expenses.

Financial liabilities and equity instruments are classified according to the substance of the contractual arrangements entered into. An equity instrument is any contract that evidences a residual interest in the assets of the entity after deducting all of its financial liabilities.

Where the contractual obligations of financial instruments are equivalent to a similar debt instrument, those financial instruments are classed as financial liabilities. Financial liabilities are presented as such in the balance sheet. Finance costs and gains or losses relating to financial liabilities are included in the profit and loss account. Finance costs are calculated so as to produce a constant rate of return on the outstanding liability.

Significant judgements and estimates

The preparation of financial statements requires the use of certain critical accounting estimates. It also requires management to exercise its judgement in the process of applying the company accounting policies. The areas involving a higher degree of judgement or complexity, or areas where assumptions and estimates are significant to the financial statements are disclosed within the individual accounting policies above.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Going Concern

The Trustees have considered a period of 12 months from the date of approval of these financial statements and have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus, they continue to adopt the going concern basis of accounting in preparing the financial statements.

SERVICE SIX
FOR THE YEAR ENDED 31 MARCH 2023
NOTES TO THE ACCOUNTS

1. Income from Donations and Legacies

	2023	2022
	£	£
Grants	-	21,000
Gifts	20, 283	13, 193
Total Donations and Legacies	20, 283	44, 193

All income from gifts and grants are unrestricted. The Charity benefits from the involvement and support of volunteers, details of which are given in the annual report. In accordance with FRS 102 and the Charities SORP (FRS 102) the economic contribution of general volunteers is not recognised in the accounts.

2. Investment Income

All of the charity's investment income of £7,533 (2022 - £2,987) arises from money held in interest bearing deposit accounts.

3. Income from Charitable Activities

All income is derived from contractual services.

	2023	2022
Unrestricted funds	£	£
NHFT PSAP	183,000	171,000
NHS – Northamptonshire ICS	163,223	113,247
VOICE – Child ISVA	31,775	31,775
Commissioned Services	55,245	73,842
NHS - Lincolnshire	37,979	35,366
North Northamptonshire Council	20,000	20,000
Happy Heads U11	84,500	32,500
Places4People	9,000	2,200
NHS – Milton Keynes ICB	58,416	107,916
NCFT	-	5,580
Stand Out Northamptonshire	12,000	17,295

SERVICE SIX
FOR THE YEAR ENDED 31 MARCH 2023
NOTES TO THE ACCOUNTS (continued)

MHSDS	-	720
Crysalys	5,320	-
Wellingborough Borough Council	-	12,500
VSCE	40,099	32,525
Kidscape	6,660	-
North Northamptonshire Council	15,000	-
REACH Collaboration Service Six Lead	449,565	224,500
REACH Collaboration	94,935	42,825
Raunds Town Council	-	4,944
Faraway Childrens Charity	1,300	1,000
NCC – Sports Satellite	-	733
NDAS	17,517	2,425
Mentoring Project	19,458	15,117
Schools Counselling and Supervision	39,667	20,702
	1,344,659	968,712

	2023	**2022**
Restricted Funds	**£**	**£**
Big Lottery Fund - TARGET	114,911	112,487
Big Lottery Fund – Milton Keynes	84,119	104,525
Children In Need – OPAL project	32,733	23,175
	231,763	240,187
Total Income from Charitable Activities	1,576,422	1,208,899

SERVICE SIX
FOR THE YEAR ENDED 31 MARCH 2023
NOTES TO THE ACCOUNTS (continued)

4 Resources Expended

	Unrestricted Funds	Restricted Funds	Total 2023	Total 2022
Charitable activities	**£**	**£**	**£**	**£**
Staff wages	293,089	166,164	459,253	354,670
Employer costs	13,380	19,232	32,612	23,374
Pension costs	16,661	9,905	26,566	19,412
Sessional staff	333,349	516	333,865	234,235
Rent	5,886	372	6,258	4,417
Subcontractors	273,693	-	273,693	265,238
Service resources	1,208	1,143	2,351	874
Support staff travel expenses	11,051	7,694	18,745	14,477
Sessional staff travel expenses	1,626	-	1,626	2,334
Young people's expenses				
activities	2,650	1,774	4,424	3,703
rent	958	2,984	3,942	188
expenses other	14,817	329	15,146	128
refreshments	1,221	412	1,633	417
Events	2,588	376	2,964	3,761
Mobile phone expenses	2,764	2,262	5,026	10,681
Subscriptions	5,801	5,601	11,402	9,688
Legal and professional fees	1,085	313	1,398	1,298
Training and supervision	48,275	2,246	50,521	37,623
Publicity and marketing	5,107	1,947	7,054	2,471
Sundry expenses	2,748	619	3,367	2,090
	1,037,957	223,889	1,261,846	991,079

SERVICE SIX
FOR THE YEAR ENDED 31 MARCH 2023
NOTES TO THE ACCOUNTS (continued)

4 Resources Expended (continued)

	Unrestricted Funds	Restricted Funds	Total 2023	Total 2022
Support costs allocated Charitable activities	**£**	**£**	**£**	**£**
Heat, Light & Water Rates	3,065	1,281	4,346	5,067
Repairs and Maintenance	5,396	136	5,532	10,353
Staff Wages	112,635	-	112,635	106,451
Employer Costs	12,404	-	12,404	10,330
Pension Costs	6,579	-	6,579	6,387
Staff Recruitment Costs	3,972	-	3,972	774
Staff Travel Expenses	1,362	-	1,362	870
Telephone and Internet	764	1,217	1,981	3,860
Insurance	4,459	-	4,459	5,396
Postage and Stationery	1,561	2,527	4,088	2,918
Capital Expenditure	8,077	-	8,077	12,166
Computer Running Costs	7,916	6,605	14,521	14,779
Sundry Expenses	1,610	238	1,848	608
Legal and Professional Fees (Including Governance)	17,717	1,459	19,176	20,151
Lease Costs	-	-	-	560
Depreciation	1,378	-	1,378	2,058
Bank Charges	799	-	799	575
	189,694	13,463	203,157	203,303
Total Expenditure on Charitable Activities	1,227,651	237,352	1,465,003	1,194,382

SERVICE SIX
FOR THE YEAR ENDED 31 MARCH 2023
NOTES TO THE ACCOUNTS (continued)

5 Governance Costs

The following costs are included in 'Legal and professional fees' in note 2

	2023	2022
	£	£
Auditor's remuneration for audit work	4,366	4,224
	4,366	4,224

6 Staff Costs and Trustees' Remuneration

	2023	2022
	£	£
Wages and salaries	571,888	461,121
Social security costs	45,016	33,704
Pension costs	33,145	25,799
	650,049	520,624

The average monthly number of employees was 25 (2022 - 22).

No employee received remuneration amounting to more than £60,000 in either year.

The key management personnel of the charity comprise the Trustees and the Chief Executive Officer. The total employment benefits of the key management personnel of the charity were £65,600 (2022 - £60,305)

No trustees received any remuneration or expenses in the year. (2022 – nil)

SERVICE SIX
FOR THE YEAR ENDED 31 MARCH 2023
NOTES TO THE ACCOUNTS (continued)

7 Comparative statement of financial activities

	Unrestricted funds	Restricted funds	Total 2022
	£	£	£
Income and endowments from			
Donations and legacies	44,193	-	44,193
Income from investments	2,987	-	2,987
Incoming resources from charitable activities			
Income from charitable activities	968,712	240,187	1,208,899
Total income and endowments	1,015,892	240,187	1,256,079
Expenditure on			
Charitable activities	950,076	244,306	1,194,382
Total expenditure on charitable activities	950,076	244,306	1,194,382
Net income for the year	65,816	(4,119)	61,697
Balances brought forward at 1 April 2021	438,255	120,655	558,910
Balances carried forward at 31 March 2022	504,071	116,536	620,607

SERVICE SIX
FOR THE YEAR ENDED 31 MARCH 2023
NOTES TO THE ACCOUNTS (continued)

8 Fixed Assets

	Office Furniture	Computer Equipment	Improvements to Leased Premises	Total
Cost	**£**	**£**	**£**	**£**
At 1 April 2022	5,977	64,274	4,290	74,541
Additions	-	-	-	-
At 31 March 2023	5,977	64,274	4,290	74,541
Depreciation				
At 1 April 2022	5,976	62,972	1,416	70,364
Charge for year	-	430	948	1,378
At 31 March 2023	5,976	63,402	2,364	70,364
Net Book Value at 31 March 2023	1	872	1,926	2,799
Net Book Value at 31 March 2022	1	1,302	2,874	4,177

9 Debtors

	2023		2022	
	£	£	£	£
	Unrestricted	Restricted	Unrestricted	Restricted
Trade Debtors	181,030	-	25,721	-
Prepayments and accrued income	22,412	2,713	11,128	2,613
	203,442	2,713	36,849	2,613

SERVICE SIX
FOR THE YEAR ENDED 31 MARCH 2023
NOTES TO THE ACCOUNTS (continued)

10 Creditors: amounts due less than one year

	2023		2022	
	£	£	£	£
	Unrestricted	**Restricted**	**Unrestricted**	**Restricted**
Trade creditors	67,158	266	41,989	-
PAYE and NIC	12,098	-	10,414	-
Accruals	33,829	3,600	24,979	10,605
Deferred income	376,989	132,798	617,408	67,867
	490,074	136,664	694,790	78,472

The deferred income relates to contracted services that have not yet been provided.

Movement in deferred income:	£	£
	Unrestricted	**Restricted**
Balance as at 1 April 2022	617,408	67,867
Released to SOFA in year	(478,142)	(2,695)
Amount deferred during year	237,723	62,236
Balance as at 31 March 2023	376,989	132,798

SERVICE SIX
FOR THE YEAR ENDED 31 MARCH 2023
NOTES TO THE ACCOUNTS (continued)

11 Restricted funds

The funds of the charity included restricted funds comprising the following incoming resources, expenditure and unexpended balances of donations and grants held on trusts to be applied for specific purposes.

Movement in restricted funds 2023

	At 1 April 2022	Incoming resources	Expenditure	At 31 March 2023
	£	£	£	£
Big Lottery Fund Milton Keynes Youth Starz	45,052	84,119	84,691	44,480
Big Lottery Fund TARGET	57,326	114,911	116,542	55,695
Children in Need OPAL Project	14,158	32,733	36,119	10,772
	116,536	231,763	237,352	110,947

Movement in restricted funds 2022

	At 1 April 2021	Incoming resources	Expenditure	At 31 March 2022
	£	£	£	£
Big Lottery Fund Milton Keynes Youth Starz	48,113	104,525	107,586	45,052
Big Lottery Fund TARGET	57,373	112,487	112,534	57,326
ESIF WRAP Goodwill Solutions	1,171	-	1,171	-
Children in Need OPAL Project	11,698	23,175	20,715	14,158
BBC Children in Need Booklet	2,300	-	2,330	-
	120,655	240,187	244,306	116,536

SERVICE SIX
FOR THE YEAR ENDED 31 MARCH 2023
NOTES TO THE ACCOUNTS (continued)

The three-year Big Lottery Fund Milton Keynes project offers services to disadvantaged young people; to address and develop transferable life skills and provide healthy positive activities in the Milton Keynes area.

The three-year Big Lottery Fund TARGET project's aim is Targeting and Reducing Grooming, Exploitation and Trading of children and young people online across Northamptonshire and Leicestershire.

The three-year Children in Need OPAL project aims to support young people to reduce self-harming and anxiety behaviours in the Northamptonshire area.

12 Unrestricted funds

	Movement in Unrestricted Funds 2023				
	At 1 April 2022	**Incoming resources**	**Resources expended**	**Transfers**	**At 31 March 2023**
	£	**£**	**£**	**£**	**£**
General Fund	324,071	1,372,475	1,227,651	30,000	498,895
Therapeutic Service Obligations	60,000	-	-	-	60,000
Redundancy Provision	90,000	-	-	-	90,000
Support For Ukrainian Customers	30,000	-	-	(30,000)	-
	504,071	1,372,475	1,227,651	-	648,895

The therapeutic service obligations and redundancy provision funds are explained in the Reserves Policy in the Trustee report

The support for Ukranian customers was set aside to supplement a needs-led offering.

SERVICE SIX
FOR THE YEAR ENDED 31 MARCH 2023
NOTES TO THE ACCOUNTS (continued)

Movement in Unrestricted Funds 2022

	At 1 April 2021	Incoming resources	Resources expended	Transfers	At 31 March 2022
	£	£	£	£	£
General Fund	256,355	1,015,892	918,176	(30,000)	324,071
Therapeutic Service Obligations	60,000	-	-	-	60,000
Redundancy Provision	90,000	-	-	-	90,000
Donation core costs	25,000	-	25,000	-	-
Building refurbishment	4,000	-	4,000	-	-
COVID response MK	2,000	-	2,000	-	-
Support For Ukrainian Customers	-	-	-	30,000	30,000
	438,255	1,015,892	950,076	-	504,071

13 Reconciliation of net movement in funds to net cash flow from operating activities

	2023	2022
	£	£
Net movement in funds	139,235	61,697
Add back depreciation charge	1,378	2,058
Deduct interest income shown in investing activities	(7,533)	(2,987)
Decrease/(increase) in debtors	(166,693)	165,616
(Decrease)/Increase in creditors	(146,524)	370,083
Net cash generated from operating activities	(180,137)	596,467

SERVICE SIX
FOR THE YEAR ENDED 31 MARCH 2023
NOTES TO THE ACCOUNTS (continued)

14 Analysis of cash and cash equivalents

	2023	2022
	£	£
Cash at bank and in hand:	647,103	822,346
Notice deposits (less than 3 months)	530,523	527,884
Total cash and cash equivalents	1,177,626	1,350,230

15 Called up share capital

The company is limited by guarantee and does not have any issued share capital. Every member of the company undertakes to contribute to the assets of the company (should this be wound up during membership or within one year after ceasing to be a member), for payment of debts and liabilities of the company contracted before ceasing to be a member. The contribution payable is limited to a sum not exceeding £10.

16 Contingent liabilities and capital commitments

The company had no contingent liabilities or capital commitments at 31 March 2023 or 31 March 2022.

17 Leasing Commitments

Total future minimum lease payments under non-cancellable operating leases are as follows:

	Land and Buildings	
	2023	2022
	£	£
Within 1 year	5,000	5,000
In 2-5 years	1,250	6,250
Over 5 years	-	-
	6,250	11,250

18 Related Parties

There were no transactions during the year with related parties. (2022: nil)

The Philip Lawrence Award

Rose of Northamptonshire

ARMED FORCES COVENANT

The Queen's Award for Voluntary Service

bacp Accredited Service

THE NATIONAL COUNSELLING SOCIETY

YOUTH ACCESS
Championing advice and counselling



NCVO Championing Voluntary Action

Northamptonshire Chamber Member

Voluntary Impact Northamptonshire

REACH
Service Six Lowdown
Time 2 Talk
Chat Youth Counselling
Youth Works

acevo Charity Leaders Network

Commsortia stronger together

Support After Suicide Partnership

Service Six

Changing Lives • Creating Futures

STAY CONNECTED WITH US

15 Sassoon Mews
Wellingborough
Northamptonshire
NN8 3LT

01933 277520

www.servicesix.co.uk

@servicesix123

@servicesix1

Service Six

Registered Charity Number: 1132490 Registered Company Number: 6740611

SERVICE SIX

England & Wales - Charity number 1132490

Accounts

2021 - 2022

Service Six

IMPACT REPORT



Changing Lives • Creating Futures

Service Six

Changing Lives • Creating Futures

CONTENT

CONTENT	PAGE
Welcome	01
Mission, Vision and Values	03
Our Headlines for 2021-2022	05
Our Services in 2021-2022	06
Our Strategy & Priorities	09
New Services Launched in 2021-2022	11
Highlights	21
Our Team in 2021-2022	22
Commissioning at Service Six	26
A Day in The Business Support Team	27
Thank you to our Funders & Supporters	28
Community Fundraising	30
In the Spotlight	31
A Customer Journey	40
Legal Information	43
Trustees' Report	44
Report of the Independent Auditors to the Trustees of Service Six	47
Financial Accounts	50

WELCOME
TO SERVICE SIX IMPACT REPORT

Service Six is an independent regional charity, specifically set up to provide life-changing and often life-saving support services to children, young people and their families since 1979. Our services currently support the communities in Northamptonshire, Leicestershire, Lincolnshire and Milton Keynes with the motivation to improve outcomes for children and young people through addressing their mental health and wellbeing issues that have dramatically increased over the last two years. By creating powerful ways of opening a window on the world, putting life through a prism and refracting it in wonderful ways we are achieving long-lasting change. Through improving resilience, emotional wellbeing and reducing risk-taking behaviours, young people can live healthier, happier and safer lives and are better equipped to meet future challenges life may bring.

We are thrilled to share our Impact Report 2021-2022 with you, illustrating details of how we continued to support as many children and their families over the last 12 months. With stories from our customers and staff, and looking at the numbers behind our service, our Impact Report is jam-packed full of the key information you need to find out all about Service Six.

Despite the uncertainties of Covid-19, the Service Six team have risen to the challenges and opportunities of the year with positivity and determination. We continued to find new ways to meet the needs of vulnerable children and young people by listening and learning and always ready to respond to the world around us. We believe in the importance of childhood and teenage years; never forgetting that it is a vital time in all our lives. It shapes who we are and helps us to navigate the world. It is a time for play, creativity, exploration, making friends and having fun. But when a child or young person experiences difficult life events, emotional struggles can overwhelm this precious time.

Our staff and the young people we supported have achieved so many things, which are even more impressive considering the challenges we have all faced during the past couple of years. We are so proud to be part of this charity that is doing life-changing work every single day, and we hope everyone else who reads our story is proud too.

This year we are especially grateful for your continued support of Service Six, we know it is a difficult time for everyone. Thanks to you we look forward to the year ahead with confident plans and excitement about the difference we will make with the power of spreading smiles.

We would like to thank all our volunteers, staff and trustees (past and present) for all their commitment, support, wisdom and ongoing contribution – we couldn't have done it without you!

Andrea Wood
Chairperson





Claudia Slabon
Chief Executive



"I would like to Thank you all for the amazing work you are doing to support the children referred to Happy Heads and making this pilot project a success. I will also be sharing this feedback with our Happy Heads commissioner to show the positive impact. I am really proud that our work is making such a difference in children's lives.

(Rebecca from Hopping Hill Primary school)

We are responding to the identified needs of children, young people, adults and families achieved through a range of professional interventions and partnerships, funded by diverse commissions, grants and donations

Our Mission

For all Young People to be healthy and resilient

Our Vision

Service Six

Our Values

We are passionate, respectful, fair and ethical in providing qualitative accountable services.

Passion

Our people are passionate & committed within their work, operating in a caring environment towards each other and customers.

Respectful

We believe in supporting all customers in a respectful way with thinking that empowers them to help themselves and enables them to do so.

Equality

We are committed to enabling equity of access and equality of opportunity within an inclusive environment, showing respect for all as individuals.

Ethical

We will build upon our status as a trusted, transparent service provider and contractor

Quality

We will deliver a quality service with the highest standards for our customers, investors and contractors.

Accountable

We will be fully accountable for all aspects of our servce, acting with integrity and providing information to customers and contractors.

Our Approach

We are listening to children and young people
to directly respond to their voices, needs and priorities.



“R wants to continue sessions with you so I have put in another referral with Service Six. Thanks for all you are doing for R.

Thank God for people like you and for services like Service Six.”

(Parent of a 12-year-old young person)

Service Six 2021-2022

Impact

- Reduced Anxiety
- Increased knowledge how to keep safe online
- Increased Self-confidence
- Improved Understanding of Risks
- Improved Access to Support
- Improved Protective Behaviours
- Increased Wellbeing

Beneficiary Feedback

> It definitely helped me mange my emotions and to think about things. I would definitely recommend it

> The level of support offered to me has been above and beyond what I have ever experienced before with any other service.

> I am happy again and feel safe now.

> S seems so happy and I think I may just have my little happy girl back. Thank you for working with her and thank you for everything

> It has helped me become a better person and it has made me enjoy living again

Delivery

9417 Children & Young People supported

400% Increase

12147 Sessions delivered

102% Increase

36% Digital
64% Face to Face

7.3% Average DNA rate

6.5 weeks average waiting time

Headlines

Top 4 Referral Symptoms
Anxiety
Low Mood
Low Self-esteem
Self-harm

Top 4 Referral Causes
Family, incl D/V
Peer Relationships
School/Education
Abuse

640 Safeguarding Concerns
Suicidal
Self-harm
Online Safety

44% Increase

Emerging Trends for 2022-23
Disordered Eating (ARFID)
Gender Identity

Increase in Complexity

Outcome

99.7% YP reported that they felt listened to

91% of YP reported a positive change as a result of engaging with us

95% of YP would recommend our service to others

99% of YP felt safe within our service

84% YP reported an improved Core Score

Partnership Collaboration

REACH

Stand Out Northamptonshire

NYOS Northamptonshire Youth Offending Service

Volunteering Matters

Crysalys Foundation

NDAS

Kidscape Help With Bullying

Raunds

The Mallows Company Limited

Gateway Personable HR & Training

Beyond Theory business training & coaching

Preparing Children & Young People for a healthy and resilient future

Our Services in 2021-2022



Northamptonshire

Caring Connections – Improving mental health, education and employment outcomes for Children in Care and Care Leavers

Emotional Wellbeing and Mental Health Support, Counselling and Therapy for Children and Young People living in East Northamptonshire and Wellingborough. (Including Adults in East Northamptonshire; includes a wide range of contracts)

Espresso Yourself Wellbeing Cafe – Weekly drop-in sessions in Wellingborough for young people and their families who find themselves in an emotional crisis and require immediate support.

Happier Families – Family Support and Wellbeing Programme

Happy Heads Under 11s Service – Supporting Primary School aged Children to build emotional resilience and develop a healthy mind so they can be happier and healthier kids.

Kidz & Youth at the Mews – Safe place for Children and Young People to make friends and have fun

N-SASS – Northamptonshire Support After Suicide Service providing access to timely and appropriate support for people living anywhere in Northamptonshire of any age who are bereaved or affected by suicide

OPAL – Therapeutic support for Young People who self-harm

OUT THERE Wellingborough – Youth Group for Young People who identify as LGBTQ+

Post Sexual Abuse Pathway (PSAP) - Therapeutic services for Children and Young People who are the survivor of Sexual Abuse/Violence

Rapid Response – Therapeutic support for Young People who visit A&E with Self-harm issues or who have been identified as requiring immediate emotional support.

SHAPE – Self-Harm Awareness and Prevention Enterprise, providing education, awareness and support about Self-harm in East Northamptonshire & Daventry.

StreetWise Raunds – Diversionary Activities to reduce youth anti-social behaviour and low-level youth crime

TARGET –Targeting And Reducing Grooming, Exploitation and Trading of Children and Young People Online (sexual and criminal exploitation and abuse)

Youth Court Solutions – 'At Court' Problem Solving Service based at the Wellingborough Youth Justice Centre.

Leicestershire

Post Sexual Abuse Pathway (PSAP) - Therapeutic services for Children and Young People who are the survivor of Sexual Abuse/Violence

TARGET –Targeting And Reducing Grooming, Exploitation and Trading of Children and Young People Online (sexual and criminal exploitation and abuse)

SAPPHIRE - Emotional wellbeing support to improve mental health and education outcomes for Children in Care

EMERALD - Emotional wellbeing and mental health support to increase resilience and reduce anxiety

Lincolnshire

Post Sexual Abuse Pathway (PSAP) - Therapeutic services for Children and Young People who are the survivor of Sexual Abuse/Violence

Milton Keynes

Rapid Response – A&E Crisis Prevention and Discharge Support

Spectrum – Weekly Youth Group for young people with Special Educational Needs (SEN)

Stepping Stones – support provision for young people transitioning from Mental Health Inpatient Services to Community Integration

Youth Starz – Emotional wellbeing and mental health support for Children and Young People to develop confidence, resilience and transferrable life skills

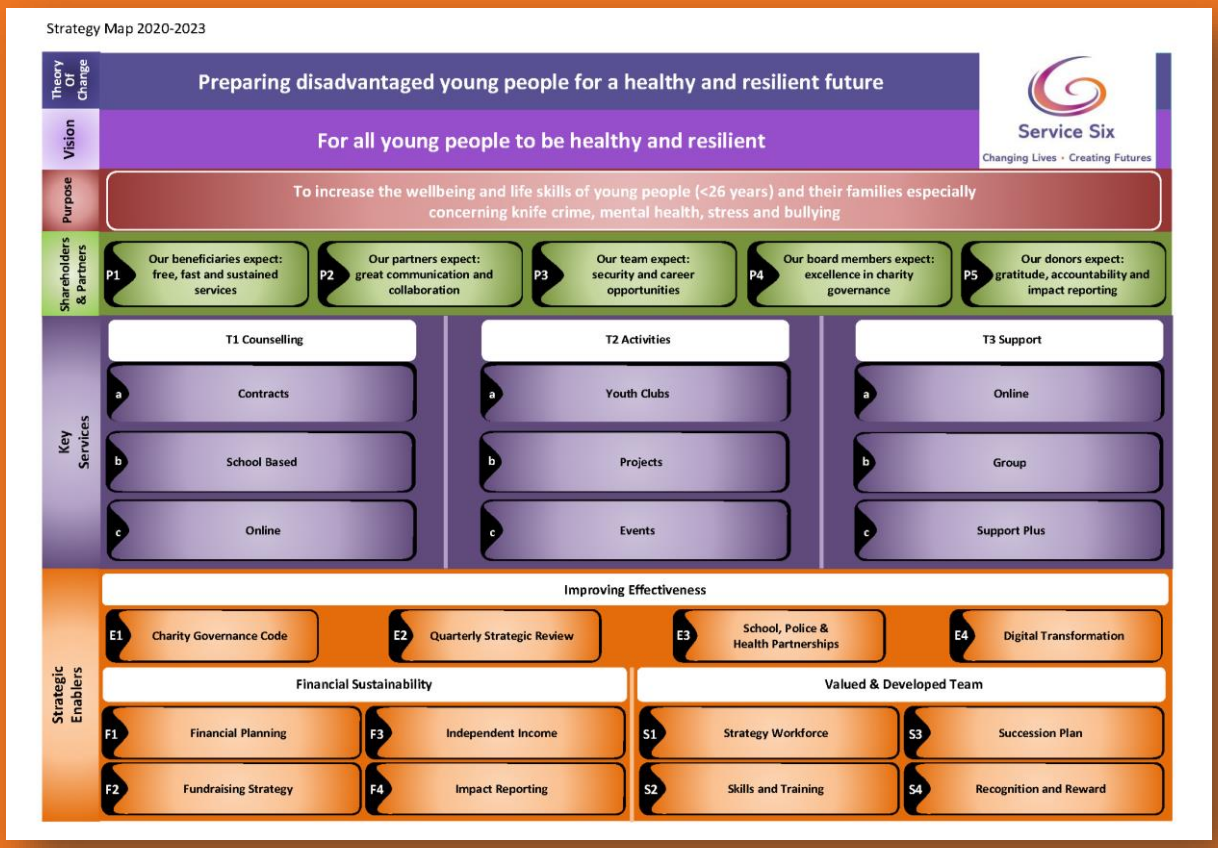
Many of our projects and services are delivered in partnership and collaboration with other amazing organisations; the REACH Collaboration, Northamptonshire Youth Offending Service, SARCs, Stand Out Northamptonshire, the Crysalys Foundation, Voice Northamptonshire, Volunteering Matters, Northamptonshire Domestic Abuse Service (NDAS), Northamptonshire Youth Offending Service, Northamptonshire Health Foundation Trust, Learning Without Limits Academy amongst many others.



To kimmi,

Thank you for helping me through hard times and helping me bloom into a better person. I was able to piece myself back together thanks to you. I am so grateful for everything you've done for me.

OUR STRATEGY MAP



OUR PRIORITIES BEYOND 2022

01 Continue Quality Assurance to maintain Trust in our services

02 Continue Consulting with and Listening to Young People

03 Continue Fundraising to sustain our services for lasting outcomes for Young People

04 Continue with existing partnerships and develop new Alliances



"J seems so happy and I think I may just have my little happy girl back. Thank you for working with her and thank you for everything."

(Parent)

New Services launched in 2021-22



When children move on from primary to secondary school they experience excitement by this transition, which is often accompanied by palpable anxiety – from children and parents alike. The transition from Year 6 to Year 7 can be a stressful time for children.

Happy Heads is our new Under 11s early intervention service on a needs-led basis, providing the child with small learnable skills that increases emotional resilience over time and will help children to better cope with the challenging aspects of school and day-to-day situations. Children will be equipped with a range of smart moves they can make when things get tough.

Happy Heads is using the Smart Move approach which is based on the Resilience Framework and will support KS2 Year 6 children to prepare for the transition from primary to secondary school, promoting and encouraging children to feel more resilient by providing with a space to explore thoughts and feelings as well as providing a useful long-term resource to refer back to in times of stress and anxiety. Putting theory into practice helps children and their parents to use those methods in their daily lives. Academic resilience enables children to achieve good educational outcomes despite living with complexity and their adversity and help those vulnerable children do better than their circumstances might have predicted.

Since the launch in October 2021, we have supported 318 children.

A special Thank You to the Northamptonshire Clinical Commissioning Group for funding both new service!

Bereavement is a painful experience, but when someone loses someone to suicide or suspected suicide it can be especially traumatic for family, friends, colleagues and the wider community. The complexity of losing someone to suicide can leave those bereaved with unanswered questions, complex and confusing emotions whilst having to take responsibility for practical matters that may need to be carried out following the loss.

Northamptonshire Support After Suicide Service

The Northamptonshire **Support After Suicide Service** (N-SASS) is a free service for people living anywhere in Northamptonshire of any age who are bereaved or affected by suicide, making sure you have access to timely and appropriate support. Our team of three Suicide Support Liaison Workers will listen and support the bereaved emotionally and with any practical issues that may follow a death by suicide or suspected suicide.

This service is delivered in partnership with our colleagues from the REACH Collaboration; the lowdown and Youth Works Northamptonshire.

Since the launch in September 2021, we have jointly supported 33 people/families.

MENTAL HEALTH DROP-IN SERVICES FOR 11-18 YEAR OLDS IN NORTHAMPTONSHIRE

If you find yourself needing support, we're here to listen and help in your time of need.

OPEN

Book an appointment by calling the numbers provided or drop in during our opening times.





Monday & Friday 4pm - 8pm
the lowdown, 3 Kingswell Street, Northampton, NN1 1PP
01604 634385

Tuesday 4pm - 8pm
Youth Works at Corby Mind, 18 Argyll St, Corby, NN17 1RU
01536 518339

Wednesday 4pm - 8pm
CHAT Youth Counselling, Souster Youth Building, 30 Market Road, Thrapston, NN14 4JU
01832 274422

Thursday 4pm - 8pm
Youth Works, 97 Rockingham Rd, Kettering, NN16 9HX
01536 518339

Saturday 10am - 2pm
Service Six, 15 Sassoon Mews Wellingborough NN8 3LT
01933 277520

Saturday 12pm - 4pm
Time 2 Talk, The Abbey, Market Square, Daventry, NN11 4XG
01327 706706

NHS Northamptonshire Healthcare NHS Foundation Trust

Service Six
Changing Lives · Creating Futures

YOUTH WORKS

the lowdown since 1989 supporting young people

Time 2 TALK
Registered Charity No. 802472

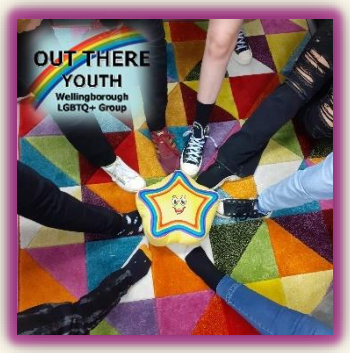
St Andrew's HEALTHCARE

CHAT Youth Counselling

In November 2021 we joined the Northamptonshire **Espresso Yourself** service, launching the Wellingborough Wellbeing and Crisis Drop-in Café. The expansion of our successful wellbeing services increases access to mental health support for young people, with the aim of reducing admissions of young people in a crisis presenting at accident and emergency departments. The Café provides a safe place for young people to come along and receive support. Friendly mental health professionals are on hand to listen to and help individuals in their time of need, providing advice, support or signposting / referrals to the relevant team or organisation. Parents and carers are also welcome to drop-in.

Espresso Yourself is a joint project delivered by the REACH Collaboration with cafes run across Northamptonshire.

A special Thank You to the Northamptonshire Health Foundation Trust for funding the expansion of Espresso Yourself!



We were super excited to finally be able to launch our new **LGBTQ+ Youth Group 'Out There'** in Wellingborough in June 2021. The group is open to all young people up to 18 years old from across the county who identify as LGBTQ+. This project has been made possible thanks to our partnership working with the Northamptonshire Clinical Commissioning Group and the REACH Collaboration, expanding the existing LGBTQ+ provision in Northampton and Kettering and has also been supported thanks to a £1,000 donation from the David Laing Foundation to help support staffing resources for this group.

Since the launch 45 young people have enjoyed a safe, friendly and confidential space where they can be themself, explore their identity and connect with like-minded people.

We were delighted to announce the launch of our new **Spectrum Youth Group** in July 2021 at our Chapter House Community Centre in Coffee Hall Milton Keynes, running every Thursday. The group is for young people aged 11 to 18 who have Special Educational Needs - two hours of activities, games and fun; playing, meeting others and making new friends. Since the launch we recorded 18 young people regularly attending the sessions.



A special Thank You to the COMMUNITY FUND



Huge Thank you to **the Crysalys Foundation** for donating over 100 STAR cushions, which we have been giving out to children and young people accessing our services to tackle their Trauma together.

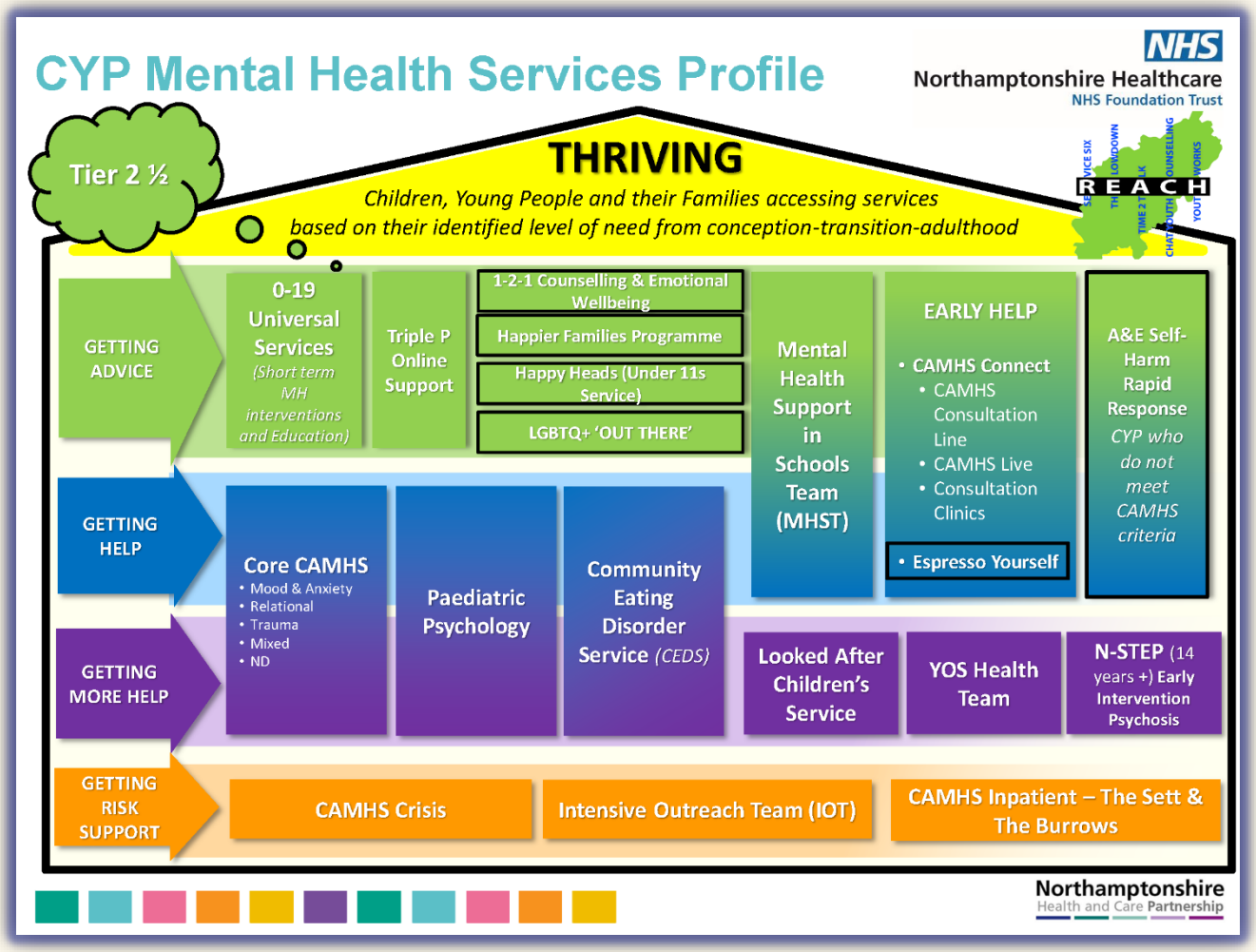
STAR is looking bright and hopeful even after the greyest of days - a gentle reminder that all will be okay. STAR always brings a spark and a glimmer of hope wherever they go. We often observe STAR to be held tight, always snuggled close to the chest with a chin to rest or a cheek to soothe. Ours included and fellow adults as well! We all need access to a teddy from time to time to re-center, settle, regulate and ground. We are never too old for a teddy and STAR is the ultimate snuggle cushion!



www.tackling-trauma.com

In August 2021 the REACH Collaborations received funding from the Northamptonshire Clinical Commissioning Group and Northamptonshire Health Foundation Trust to launch a new pilot service **'Tier 2.5'** with the aim to extend the current Tier 2 'Getting Advice' youth counselling provision to offer emotional wellbeing support and counselling to children and young people referred to REACH who exceed the threshold of Tier 2 but do not meet the threshold for CAMHS at Tier 3 'Getting Help/More Help'.

We are so delighted about this additional resource, which supports the increased demand on the youth counselling services across the county, aiming to reduce waiting times for children and young people and prevent further escalation to specialist mental health services and closing the gap in health inequalities. The Tier 2.5 delivers improved outcomes for young people achieved through the delivery of a safe, equitable, consistent, and evidence-based service across the county.



The pilot Tier 2.5 has now been included in the counties NHS baseline funding for 2022-2023.

Kidscape and Service Six, with support from the Crysalys Foundation and the University of York, are working together to pilot the use of therapeutic interventions for children and young people who have experienced and been impacted by bullying. We want to understand whether this is an effective intervention for supporting children who have experienced and been impacted by bullying.

The pilot project launched in January 2022, providing therapeutic services through BACP accredited trauma-informed counsellors to children and young people aged 8 to 18, and their parents/carers, who experienced bullying over an 18-month period.

"My son attended Service Six twice a week from September to November 2021 when he was 16. Kerry would pick him up from nearby Milton Keynes College and he would spend a couple of hours at the Service.

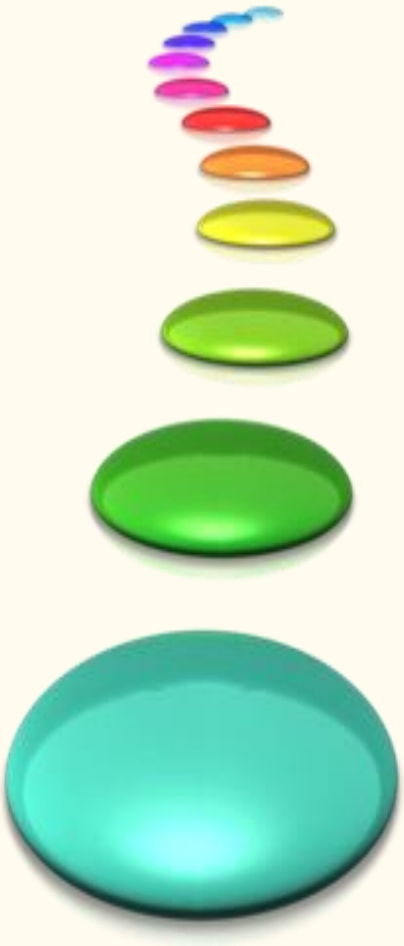
At first, he wasn't sure he wanted to go.

Soon, however, the team had found out about him and his interests. He found them easy to talk to and began to enjoy cooking, trips to the shops and painting a mural on the Service Six wall.

As a family, we were struggling to get what my son needed from CAMHS. We felt Kerry and Katie grasped our situation very quickly, that they understood and cared about us. They supported our son so that his voice could be heard and he was always at the centre of their care. They spoke up for us in professional meetings. We are very grateful to them for being there for us all during a difficult time."

A Parent





Stepping Stones was introduced in April 2021 in partnership with Bedfordshire, Luton and Milton Keynes Clinical Commissioning Group and Volunteering Matters.

This pilot received initially funding for two years and is designed to support young people transitioning back into the community following an admission into a mental health inpatient unit.

Young people are referred into the service by CAMHS and initially supported in the run up to discharge, often acting as a voice for that young person.

Following discharge each young person is entitled to up to 6 hours of support each week for up to 3 months, co-producing a bespoke support package, ensuring that the young person is feeling heard and involved at every step.

Once the young person has achieved a point of stabilization within their community, they are matched with a volunteer mentor from Volunteering Matters where they can continue to receive support for up to 12 months.

In the first year we received 28 referrals and delivered 310 intensive customer support sessions. 1324 text interactions and 292 phone calls took place between our Youth Specialist team and the young people and further 2000+ emails were exchanged in relation to young people's support.

Katie Byrne, Milton Keynes Service Manager

"Our Daughter was first referred to Stepping Stones after an inpatient stay back in March 2021. Kerry came and introduced herself to us and built up a relationship with our daughter, gaining her trust and listening to her interests. This helped her gain the confidence to go out of the house with Kerry and to the centre. It gave her someone/something that was non-medical, where she didn't have to talk about her condition and answer a million questions about how she was feeling and coping if she didn't want to.

Unfortunately, she ended up back as an inpatient this time for 7mths. Kerry kept in touch with both her and us in that time, continuing to keep that trust with her and listen to me when things weren't great. She's back home now and back accessing Stepping Stones. She looks forward to her time with Kerry.

It breaks up her week and gives her something to look forward to, to distract her and build her own confidence.

An OT of the hospital summed up what Stepping Stones was by describing Stepping Stones as having her own personal OT in the community. They have been an important service in her recovery and coping abilities within the community. We as a community are lucky to have such a service available to the young people that need it and that would otherwise be struggling and lost without.

Thank you

A Parent


Dear Nav ...
THANK YOU
I have really enjoyed my lessons with you!!
You have helped build up the confidence in me, less worries, controlability in anger and most of all happines
READ ME!
(it tells the truth)

Following the Northamptonshire Magistracy's successful introduction of 'Out of Court' Youth Reviews and 'In Court' Problem Solving Hearings the newest iteration of the problem-solving environment was to establish an 'At Court' Problem Solving Service based at the Wellingborough Youth Justice Centre.

Youth Court Solutions (YCS) was born and launched in October 2021 in partnership with the Northamptonshire County Youth Bench, the Crysalys Foundation, Northamptonshire Youth Offending Service and Service Six. YCS is held fortnightly at the Northamptonshire Youth Justice Centre providing a valuable opportunity to pilot an innovative holistic hub model to help to achieve youth crime reduction and prevention in the county. YCS utilises the centre's fortnightly court hearings to proactively engage and build relationships with defendants, victims and families. The service act as a referral pathway to a range of complementary interventions including diversionary, group work, therapy and community activity programmes delivered by a network of other county charities. YCS strives for collective positive impact with outcomes such as improved health and wellbeing, increased family communication and resilience.

Since the launch YCS engaged with 79 young people and 39 grown-ups at court.

The pilot project was delivered on a Pro Bono basis and has now secured funding to continue this vital work.

(More detailed information can be found here https://crysalys.org/youth-court-solutions.html)

Our Youth Club in Wellingborough is back. In January 2022 we launched two Youth Clubs;



Kidz on the Mews for primary school aged children and

Youth on the Mews for secondary school aged young people.

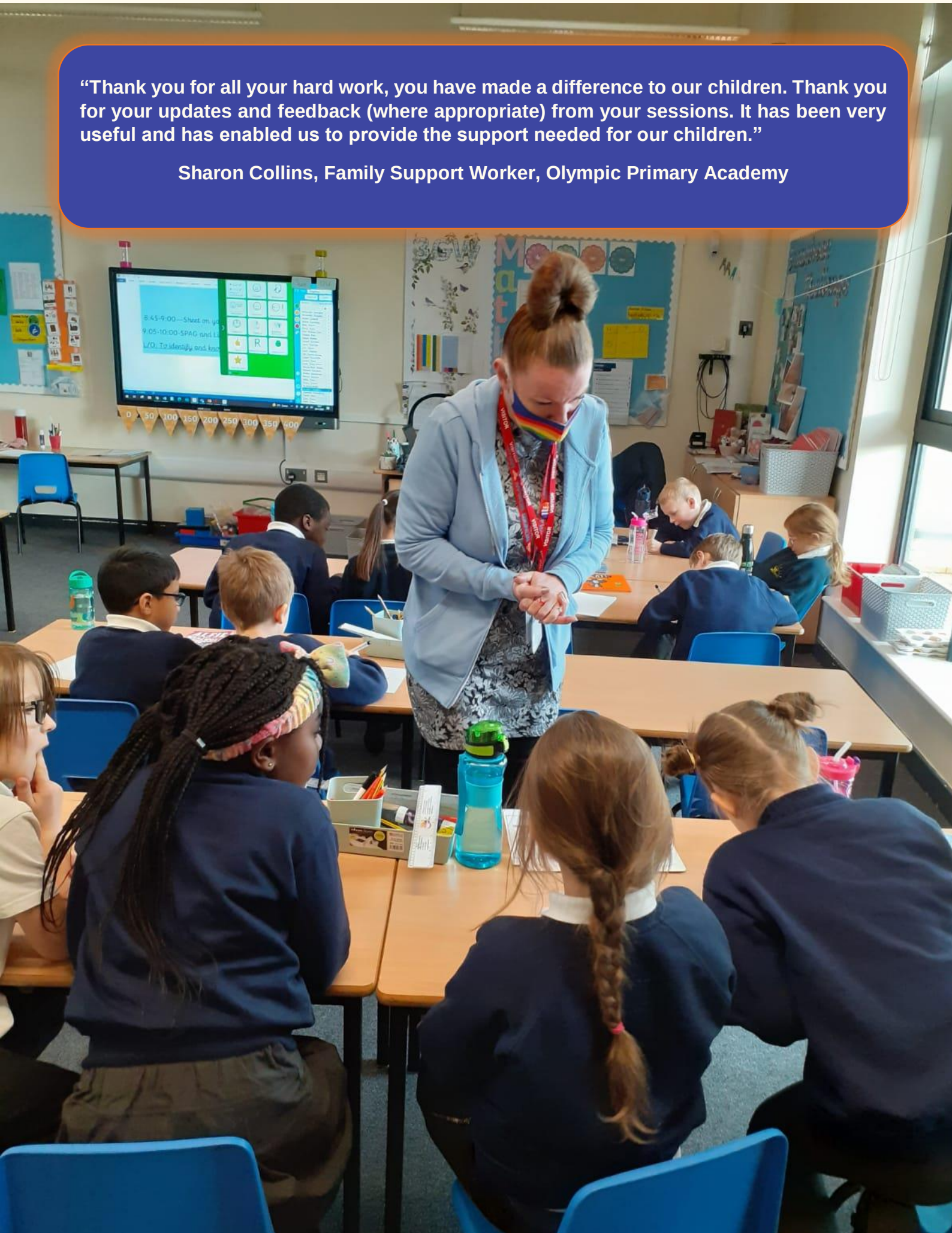
The aim is to give children and young people a safe place in their community where they can go to, meet with other young people, explore different activities and learn transferrable life skills. Alongside this young people also receive support with any issues affecting their lives.

The group for the younger children focuses on early help and prevention, including informal education to help them to learn and progress life skills and to enable them make informed decisions and healthy choices.

The group for the young people provides a safe place, preventing them from spending too much time on the streets, committing low level anti-social behaviour and getting involved in low level criminal activity.

Since the launch we have delivered 44 sessions and engaged with 51 young people.

A special Thank You to places for people



“Thank you for all your hard work, you have made a difference to our children. Thank you for your updates and feedback (where appropriate) from your sessions. It has been very useful and has enabled us to provide the support needed for our children.”

Sharon Collins, Family Support Worker, Olympic Primary Academy

Highlights

In February 2022, **The High Sheriff of Northamptonshire**, the Honourable Mrs Amanda Lowther DL presented the High Sheriff Award to our Chief Executive Claudia Slabon in recognition of great and valuable services to the community. Mrs Lowther's appreciation was extended to the Service Six team by spending an afternoon with everyone at the office, finding out more about the individual work each member of staff is doing, whilst enjoying some cake and coffee.

We are beyond delighted and very honoured to have received this prestigious award, adding to our collection of commendations, including the Rose of Northamptonshire Award for services to Coronavirus and the Queen's Award for Voluntary services, celebrating Service Six' outstanding work and contribution to enable children and young people to live happier, healthier and safer lives.



We were absolutely astonished to hear that 'This Morning's' **Dr Zoe Williams** has taken on the Chasers in ITV Beat the Chasers Celebrity Special, Series 4 Episode 5, in a bid to win big money for her chosen charity – Service Six! She has taken on three Chasers in an attempt to win £15,000 but unfortunately was defeated by the quiz masters. For us she is still a winner as we received a donation of £1,000. **Thank you, Dr Zoe Williams** for your support and believing in our cause.

https://www.itv.com/hub/beat-the-chasers/2a6826a0026




Changing Lives · Creating Futures
Service Six
Boss's favourite.

Our Team in 2021-2022

Management Team

Claudia Slabon – Chief Executive
Claire Wright – TARGET Manager *(until February 2022)*
Emma Campion – Operations Manager
Freyja Montali-Gammon – TARGET Lead Co-ordinator
Giuseppe (Pep) Finn-Scinaldi – Team Supervisor
Katie Byrne – Milton Keynes Service Manager
Lorna Bhattacharya - Service Hub Team Leader *(until August 2021)*
Yvette Lambe – Head Clinical Lead Therapist

Business Support & Finance Team

Karen Green – Bookkeeper
Leanne Robb – Business Support
Tanya Costantino – Business Support
Tina Botterill – Business Support
Sue Chapman – Business Support

Fundraising Team

Billie Calland – Community Fundraiser
Brian Drury – Fundraiser & Bid Writer

Youth Specialist Team

Amanda (AJ) Jackson
Beth Waters *(sessional)*
Billie Calland
Chloe Phillipson *(until February 2022)*
Claire Fairey
Clare Cundy
Gemma Muscutt
Kerry Smith
Kim Jeffs *(sessional)*
Kirsty Barber
Leanne Robb
Lyndsay Carson
Navdeep La Plant
Sean Davison *(until May 2021)*
Sonia (Kimmy) Stuart
Sophie Horner *(until August 2021)*
Tony Butcher

Child Independent Sexual Violence Advisor

Lyn Brain (Serenity Secondment)

Support After Suicide Liaison Worker

John McMann

Therapist Team

Abbie Jobin
Alexander Ballard
Alexandra Bosnic
Alice Batten
Debera Torpey
Deena Singh
Emma Moore
Esther Allday
Felicity Botterill
Freyja Montali-Gammon
Honorata Chorazy-Przybysz
Jane Wildbore
Joanna Gilbert
Joanne Vickers
Julie Lee
Kim Orlandini
Mike Santoro
Natasha Saddington
Ophelia Woods
Paula Burrows
Rachel Spence
Rebecca Bradley
Sarah Gage
Sarah Irvine
Sophie Marsh
Stacey Mawson
Sue Dutton
Victoria Gess
Yvette Lambe
Yvonne Hodson

Student Counsellors

Alison Pavitt
Amy Skelton
Kushika Popat
Laura Harrison
Tracey Easton
Sarah Musselwhite
Susan Cuffy-Smith


IN A WORLD WHERE YOU CAN BE ANYTHING BE KIND...
#bekind
THIS IS WHAT AN AWESOME THERAPIST LOOKS LIKE











Never underestimate the difference you made and the lives you touched.

Thank you !





















Commissioning at Service Six

We offer a commissioned (paid for service for independent income generation) to those that do not fit the criteria for our free funded services. We provide services to Schools, Northamptonshire Children's Trust, Parent/Carers, Individuals, Housing Providers – just to name a few!!!

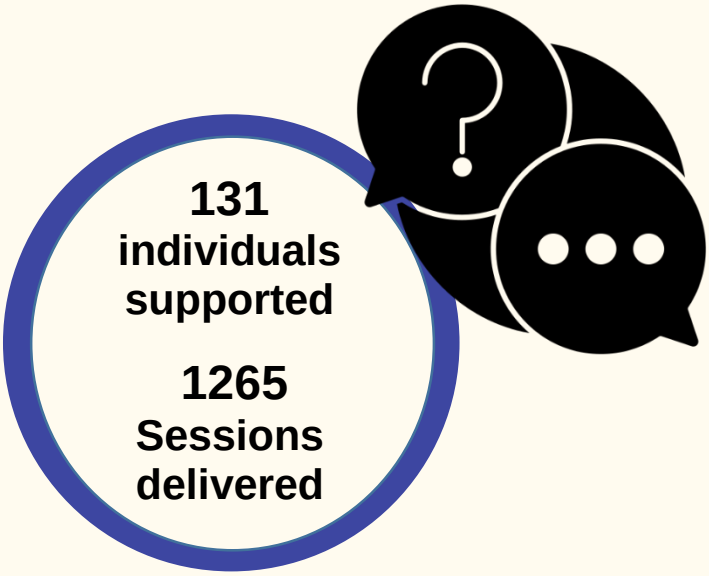
Part of my role is to provide quotes based on the needs and information given by the person or organisation who is thinking of potentially commissioning our services, request all the necessary paperwork and when it had been signed-off, allocate the customer to one of our amazing Therapists or Youth Specialists to work with this customer.

On a typical day I can be chasing for paperwork, ensuring documentation completed appropriately, phoning customers/parents/carers/commissioners to keep them updated and act as the key point of contact for all commissioning enquiries.

That's just some of what I do - I'm a busy bee all the time! It's a fun job and I believe in what we do. I'm lucky to work with a great team too!

Tanya Constantino, Business Support Team





"Katie is doing so well since your sessions; she has completed turned around. I literally cried when I read her school report because she has done so well and I think that you played a big part in that. I cannot thank you enough."

A Parent

A Day in the Business Support Team

To be part of the Business Support Team is one of the most fulfilling and rewarding jobs. At this time of year, with the summer holidays, the building feels alive and at its busiest for us. With so many young people and families coming through the door as well as the practitioners (Therapists & Youth Specialists) and visitors; the building is a hive of activity.

As the Business Support Team, we are located at the front of the building; we greet all visitors as they enter, checking their appointments and notifying the staff that their customer has arrived, and offering any support with queries and questions from the visitors.

Behind the other side of the desks, we are all completing our daily tasks to help things run smoothly. The first thing is to check the inbox for emails. These are all dealt with individually, with varying priorities. This could take an hour to complete in our quiet times, or it could be a continuing river of emails at our busiest. We would then go to the referrals that we have received, which we can receive in varies ways; direct from our website as online referrals, via email from outside agencies, via post, or on occasion, people have come in in person. These are all entered on to our system and given a unique reference number to identify each case.

Other tasks that are completed daily are allocations, action required, rejections and closures. Allocations is when we are assigning customers to practitioners. These are taken from our various waiting lists, and are allocated to the suited Practitioner. Rejections are referrals that we are unable to accept for various reasons. Majority due to being out of our funded area, in which case we make contact to signpost to the support service that covers their residential area. Action required relates to further referral queries; it could be date of birth is missing or further detail is required to help us to triage and offer the best support. Therefore, we would contact the referrer or parent/carer to gather the required information. When closing a case therapists email us to say that they wish to close a case and stating the reasons for this, which we will confirm once case closed.

In between completing the above tasks, we are receiving and dealing with incoming calls. On our busy days, the phone seems to ring off the hook. Some calls are quite challenging as they can be from a distressed caller. These can be long calls, as the caller may want your listening ear and your time. We give them all the time they need. This can result in a reassured caller who no longer feels alone, and has been listened to, finding the right support they need.

Through the day we will have other team members come and request help with queries on a case, contacting a customer, sending out a 10-day letter, room bookings and really any help that is needed. We are definitely kept on our toes but we wouldn't want it any other way. At the end of our busy day, we have a tidy round, check the building, set the alarm, lock the doors already to return and start again.

These days happen because we're a team. 😊

Leanne Dunkley, Tine Botterill & Sue Chapman



WE ARE SAYING THANK YOU TO OUR FUNDERS & SUPPORTERS

Thank you to everyone who helped us to pave the way to doubling the size and lasting impact of Service Six. Truthfully, we could not do this without you. On behalf of the Service Six Board of Trustees, the Service Six team and of course the children and young people we serve, a sincere thank you for being so generous and believing in the work we do.

Amazon Smile
Andrea Wood
ASDA Foundation
BBC Children In Need
Bedfordshire, Luton and Milton Keynes Clinical Commissioning Group
Beyond Theory
Billie Calland
Claire Wright
Collingwood Lighting
Crown Forfeiture
Danetre And Southbrook Learning Village E-ACT
David Laing Foundation
East Northamptonshire Council
Easy Fundraising
Faraway Childrens Charity
Gateway HR
Great Doddington WI
Healthy Young Daventry
High Sheriff of Northamptonshire
ITV – The Chase (Dr Zoe Williams)
Jenny Ludlow
Juliet Smith
Kidscape
Kingsthorpe College
Lancaster Academy
Learning Without Limits Academy Trust
Maud Elkington Charitable Trust
Masonic Lodge Buckinghamshire
Morrison's Foundation & Community Champion
Moulton School
National Community Lottery Fund
Nazir Afzal OBE (Patron)
NHS England
North Northamptonshire Council
Northamptonshire Centre for Counselling Studies
Northamptonshire Childrens Trust
Northamptonshire Clinical Commissioning Group
Northamptonshire Community Foundation
Northamptonshire Domestic Abuse Services
Northamptonshire Health Foundation Trust
Northamptonshire Public Health
Northamptonshire 50+
Nottingham University Hospital Trust
PayPal Giving Fund
People's Postcode Lottery
Places for People
Prospectus
Raunds Town Council
REACH Collaboration
Rushden Academy
Sainsbury's
Serenity
Simpson & Weekley
Soil Association
Southfield School for Girls
South Wigston High School
Stand Out Northamptonshire
The Crysalys Foundation
The Duston School
The Mallows Company
The Parker Academy E-ACT
TK Maxx & Homesense
VCSE Health & Wellbeing Fund
VOICE Northants
Weston Favel Academy

…. and a huge gratitude to all our individual Donors, Sponsors, Supporters and Community Partners for working with us to make a difference Children and Young People's Lives.

We could not have done it without you ☺



Mayor of Raunds Charity of the Year



Stevie & her brother doing a Tombola for Service Six



Gateway HR Charity of the Year



Rebecca Bradley fundraising for Service Six





Supported by players of PEOPLE'S POSTCODE LOTTERY

Awarded funds from PEOPLE'S POSTCODE TRUST

Community Fundraising

It has been a very mixed year for community fundraising. Not as drastic as last year, due to complete shutdown from any social fundraising or interaction, however, still not completely settled due to the pandemic that was lingering.

In April 2021, the world was still communicating and reaching out via video links. My computer and I continued spending hours researching small, medium and large funding streams that may be suitable for us to apply to. I wrote to numerous trusts asking for donations towards our core costs, jumping on any free training, funding fairs and every virtual fundraising event going. As well as, meet the funders seminars, open funding rounds and scrolling through charity toolkits and websites weekly, I even compiled a social media calendar and was very much involved, for a time, in posting all our content. For all that know me, you will be surprised to hear that I was really quite good at it!

By the summer months, with a Rose of Northamptonshire award under our belt, I was receiving invitations to leave my computer and mix face to face again. I can't lie, it was very strange, even a little scary interacting with more than one or two people again. Mrs Sylvia Hughes, the Major of Raunds, chose Service Six as her charity of the year. It was good to break the social ice by supporting and attending her planned fundraisers, in a familiar place, in the company of good people.

All of a sudden it was all about me being out and about with my awareness table again, rather than sat with my computer. The last quarter of the financial year saw me networking and spreading the word about our amazing charity at numerous social gatherings. Me and my table seemed to be at every community event, consortium, Forum, Leader's lunch, AGMs and market places, member's assemblies, showcases and even the High Sheriffs Court Service. It has been refreshing to see people again to collaborate, network and share experiences and issues that have affected not only Service six but the whole of the Third Sector, after the last few turbulent years.

Billie Calland, Community Fundraiser (and Youth Specialist)



A proud total of £44,194 were raised through community fundraising, donations and sponsorships!

In the Spotlight



Young Person's (aged 13) experience with the

Opal Project

I attended the Opal group work sessions at school. There were 6 other young people in the group and we all attended 6 sessions.

I felt very nervous to begin with as school had told me what it was about and I was worried I would have to talk about things in front of everyone.

The first session turned out to be a lot less scary than I thought it would be. The worker talked us through what we would be working on as well as getting us to help make rules that made the space feel safe. We also played a game that helped us feel ok about talking in front of the other students.

The second week I was still a little anxious but not as much as I was previously. The worker told us today we would talk about anxiety. Through the session it turned out everyone had worries about the same kind of things like school. The worker helped us through some activities that made us look at our worries differently.

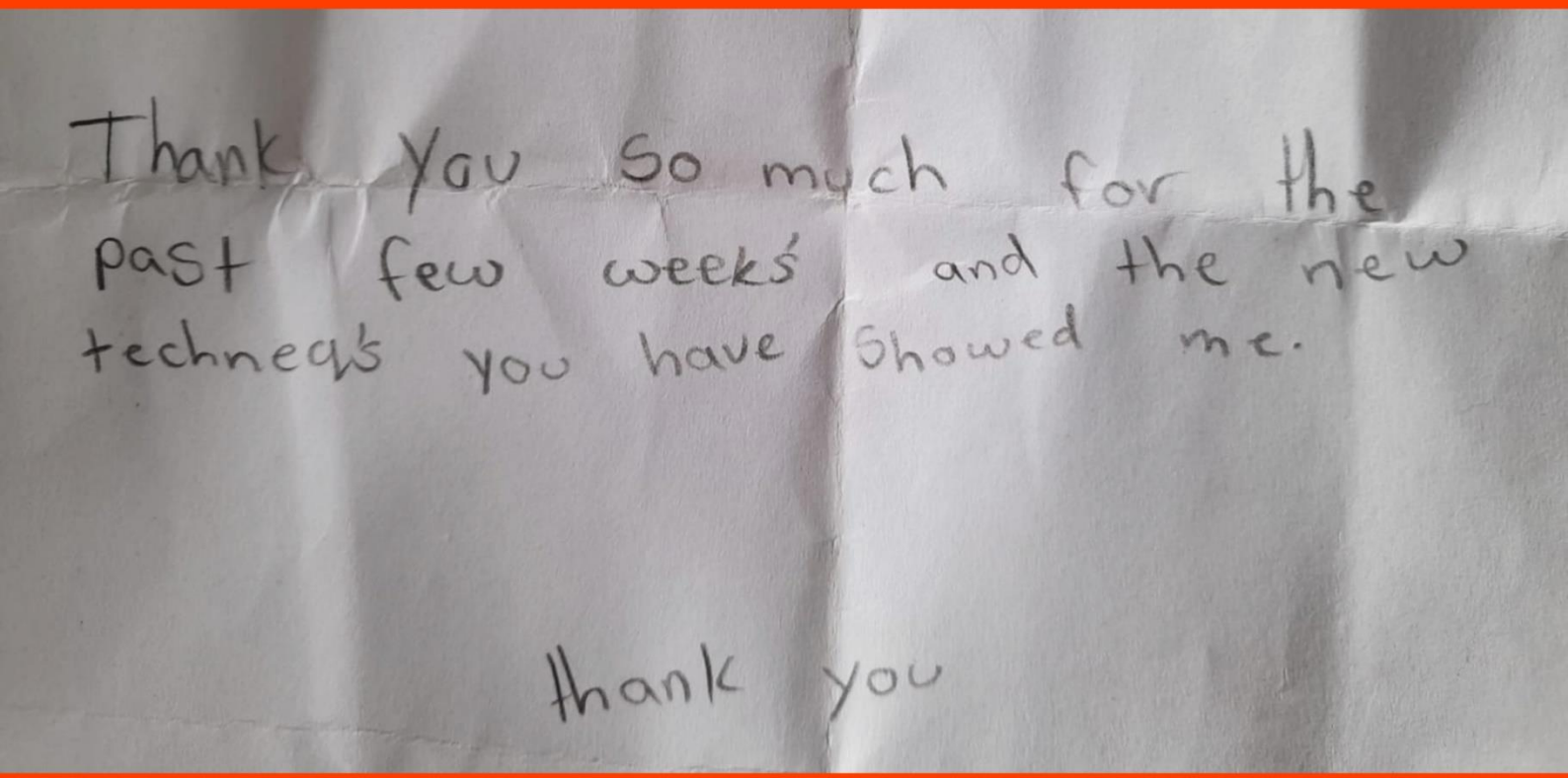
In the following weeks we did work on risky behaviours and self-confidence. The best exercise we did was where the group wrote out positive things or compliments for the other students in the room. This made everyone smile and feel happier about them self. There was also a piece of work with lots of techniques on it that I still use now.

As the weeks went on, I got more comfortable in the group and felt I could talk to the worker about some things. The group really helped me realise there are others dealing with similar issues and that there are ways to deal with them. It was nice to have someone to be able to talk to about these kinds of things, especially self-harm as this is really hard to talk to people about.

Thank you to Gemma Muscutt, Youth Specialist & Pep Finn-Scinaldi, Team Supervisor.






Thank you so much for the
past few weeks and the new
techneqs you have showed me.
thank you



The **LGBTQ+ 'OUT THERE'** Wellingborough group started in June 2021. The journey that each individual has been on, and collectively as a group, has been amazing and a privilege for the Service Six Youth Team to be a part of.

Initially the young people, aged 11 to 18 who identify as LGBTQ+, were a little tentative and unsure, but over time the OUT THERE Wellingborough group has blossomed into a safe, vibrant, fun, energetic space for the young people to meet weekly. Each person has been on their own path of being more confident, sure of themselves and being happy in who they are.

We are proud to have created a safe vibrant place full of laugher and friendship, where young people are able to talk, share and feel able to speak about important issue that affect the lives of young people who are LGBTQ+. We have seen young people who were unsure of talking to their family and friends about how they identify to now being proud and strong in who they are and talking openly to family and friends with the support for each other and the Youth Team at Service Six. We have included within the weekly sessions a variety of activities such as cooking, art, music, consultation work, self-esteem workshops and wellbeing circles.

The young people attended for the first time Pride in Northampton 2022 and we witnessed the group being confident in who they are – this was really wonderful and they were all standing a little taller and proud after this event.

Giuseppe Finn-Scinaldi, Lucy Price, Tony Butcher & Navdeep Laplant
Youth Specialists



We provide support to children in care and young people who are leaving care. As a qualitied social worker and previous Advocate for the local authority, I am able to bring this knowledge and experience in supporting young people on the **Care Connections Programme**, in partnership with Stand Out Northamptonshire.

I have supported a young person whose wish was to go to university. With their focus and determination and my support in completing their application and working on interview skills, they were successful and are on a full-time course.

There is a focus for many young people to ensure that their voice is heard in regards to their wishes and feelings.

It is a credit to Service Six that due the situation with COVID 19 we have been able to adapt and add remote sessions as an alternative to face-to-face support.

This has included exclusively supporting a young person by telephone which was their preferred option. Technology and entering the lines of safe communication that children and young people are comfortable with is essential to support, adding an extra option for young people, who at times have mixed and matched face-to-face as well as remote support.

The Caring Connections support means working with social workers, foster carers, schools, employers, reviewing officers, personal assistants and anyone who may be in the circle of support.

Tony Butcher, Youth Specialist



“This SEN youth club helps R so much especially because he struggles with social skills and finds it hard to focus. He goes every week, he relies on this group part of his routine, a place where other children like R that find it hard to socialize with other children and helps with learning new skills and taking turns and to support R to make friends. It helps him to keep calm. This group is amazing for children who have ADHD and ASD. I’m thankful there is a group like this in Milton Keynes for R to express himself in a safe way. I just wish there was more ASD SEN groups like this. Kids all over Milton Keynes need this even the Salt Team at MK speech and language thinks this is really helping my son.”

A Parent

At the **SPECTRUM** Youth Group provides a safe and calm place for young people who have Special Educational Needs to access the activities we set out for them. The sensory tray table is always the first table the young people check out, these sensory trays change each week and a favourite sensory tray is the water beads. These expand with water and are great to put your hands in. Some weeks we have ice in the trays; one of our young people uses the ice to calm themselves after a tricky day at school. They put their hands in and love to watch it melt. Crazy foam and slime are also a favourite sensory tray to.

Each week we have an art table for the young people to show their creative side. This is a great area for them to start up conversations whilst being creative. We have activities around certain celebrations but most of the time we plan to have a variety of art activities, such as free drawing, painting, wax art, stain glass windows and coffee filter art.







During the sessions we always have the dark den out for the young people to use if they get overwhelmed or just need some quiet space. It has many calming lights inside and also different textured materials for them to use. Baskets of fidget toys are all around the centre for any of the young people to use at any time.

Over the past year we have seen the young people who attend Spectrum grow in confidence, ask each other if they would like to join in activities and had conversations with each other or in a group. They have also become good friends and worry about each other when one is not there, but now also having the confidence to tell each other if they need space. It has been fantastic to watch them gain respect for each other's feelings.

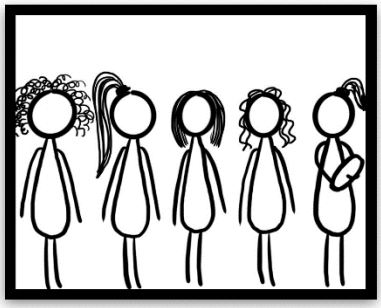
Our plan for this next year is to take Spectrum to other areas in Milton Keynes, so that other young people with SEN can access our group.

Claire Fairey, Youth Specialist

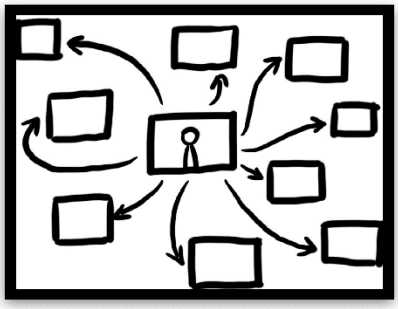


Freyja Montali-Gammon, TARGET Lead Co-Ordinator

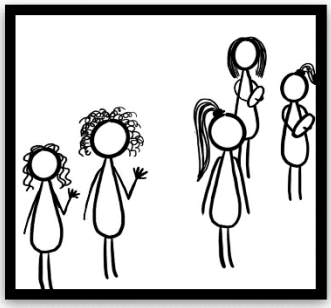
TARGET: A Year of change



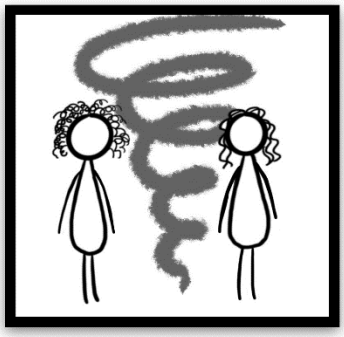
April 2021: Claire was TARGET Project Manager, and had Lauren, Lyndsay and Freyja working with her. Sophie was on maternity leave and had the first TARGET baby! Lyndsay was also soon to go on maternity leave.



We had our first online conference, which went really well, and allowed us to reach lots of people, even though we couldn't all be together.



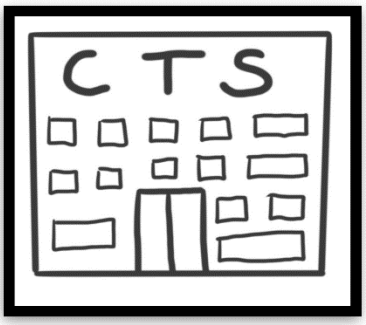
Over the next few weeks and months, Lyndsay also has a baby, Sophie decides not to return and Lauren leaves too.



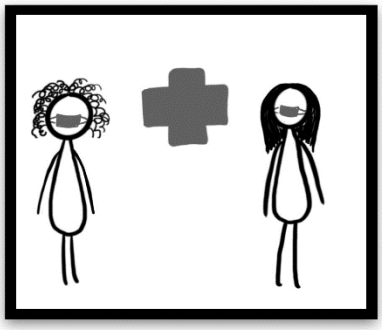
For a while, it's just Claire and Freyja. It's a busy time.



But as luck would have it, Leanne came and joined us in August, making us a team of three again.



Leanne is thrown in at the deep end, and joins us on TARGET's annual week of workshops at Corby Technical School.



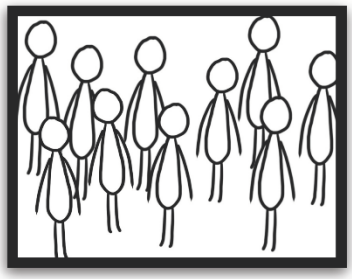
Unfortunately though, on her first week out Leanne catches COVID, and so does Claire. Freyja is pleased to avoid catching it the week before her wedding!



For a while everything is settled, and Freyja starts a course through PACE to become an Advanced Child Sexual Exploitation Practitioner



But by March it's all change again; Claire leaves to start a new venture, and Freyja takes on the Lead Coordinator role.



We also merge and integrate more with the rest of the Youth Team, which is great :-)



It's a really busy time with just the two of us, but we also manage to recruit Kellie to the team.



Somehow we manage to organise and pull of a successful conference for over 100 people in just two months. All of Service Six pull together to help, and TARGET really appreciate the help



Post conference, Leanne and Freyja work hard to update all of our resources and workshops and come up with new ideas. It's exciting, but a huge task!



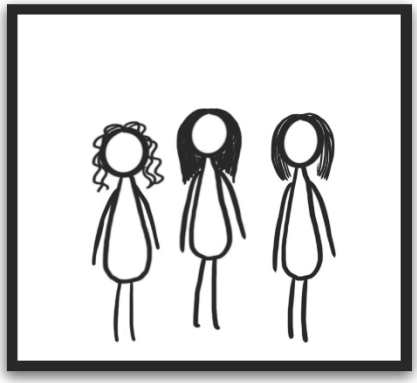
We create new booklets for all of our clients and work to become a solution focused and child centred project



We also update our workshops, and write a new story for the youngest primary school children that we can read to them



There is then even more change in TARGET as we welcome Lyndsay back from maternity leave, and say goodbye to Kellie



And now as we move into the 6th year of TARGET, there are three of us again. It's been an interesting ride this year, and we are looking forward to seeing what lies ahead for us. We are now beginning work on research and the consultation in order to hopefully be able to apply for more funding to secure the future of the project. Here's hoping that our 6th year isn't the final year!

It is the generosity and the tremendous support of individuals, trusts, local authorities and other organisations that enables us to offer critical support services to vulnerable children and young people – like the TARGET Project.

There are many ways in which individuals and organisation can help Service Six to make a difference by continuing with TARGET beyond next year, and some won't even cost you a penny – please go to our website to find out more

https://www.servicesix.co.uk/help-us/

Here you can see a couple of LEGO men that young people have built during their **TARGET** support sessions. The idea is that they create a LEGO character that is behaving in an unsafe way online; so, it could be someone that overshares personal information.

We would discuss some characteristics of that character like a big mouth for telling everyone where they live or big arms for taking selfies everywhere they go.

Once the young person starts building, I then open up a dialogue around the topic "Can you tell me what personal information is"? or "Can you think of why not to share?" etc.

I have used this mainly for talking about oversharing personal information or cyberbullying.

Leanne Robb, TARGET Youth Specialist









"Thank you for always listening to me, it has really helped me knowing you will be here every week."

Young Person, aged 10

"Leanne has really supported my daughter and helped her move through her difficulties."

Parent of Young Person, aged 15

"Thank you so much for the past few weeks and the new techniques you have showed me. Thank you"

Young Person, aged 13

I have been working with a fifteen-year-old girl on the TARGET project.

She has very slowly begun to open up to the fact that there was some trauma in her childhood until the age of 8/9 when she was moved in to care. Although, this trauma was never discussed in the sessions and she has never spoken about this with anyone as she had not felt ready.

In the following session I took a STAR cushion for her and spoke to her about the tackling-trauma website and how it might support her. Her eyes immediately lit up on seeing the STAR and she chose to carry it around rather than put it in her bag. She said she might get in to trouble with teachers for this but would explain I had given it to her in a session.

In the next session I asked her if she was approached by a teacher and she said no. However, she said at lunch she had been approached by a girl in the year below who said *"I have that teddy".*

Over the next sessions she spoke about how they look out for each other if one is alone at lunch time the other will call them over in to their friendship groups. She also said they are able to confide and talk to each other as they have similar childhood stories.

In our last session we discussed another referral being put in as she now feels ready to talk about her past.

I hope this makes you smile as it did me ☺

Leanne Robb, TARGET Youth Specialist



A Customer Journey: ZOE

Written by Yvette Lambe, Head Clinical Lead Therapist

Introduction

This case study is based on a customer referral from Serenity which is the Sexual Assault Referral Centre attached to East Midlands Children and Young People's Sexual Assault Service. Zoe was on a family holiday in Norfolk when she made the disclosure of sexual abuse which was prompted by the awareness that she would be sharing a room with her brother. Zoe was 12 when she made the disclosure, the alleged perpetrator being her paternal Grandfather and to her awareness, had commenced when she was approximately 8 years old. Zoe and her siblings would stay at their paternal grandparents' home during school holidays, so the sexual abuse was recurrent. Zoe believed that her paternal Grandmother knew of the abuse which compounded the impact of the abuse.

From the disclosure and the police involvement, Zoe attended a forensic examination, again compounding the impact of the abuse. Zoe was allocated a ChISVA (Children's independent Sexual Violence Advocate) who supported not only Zoe but also her family at what was for all, a challenging and difficult time; all trying to comprehend the enormity of what was then going to take over their lives. This includes the loss of the relationship with the paternal family.

The referral was received by Service Six from Serenity during August 2020 which was during the tail end of the pandemic. She was offered online counselling which she found difficult to engage in. This resulted in her disengagement in counselling. We then received a second referral during July 2021 which would be face to face trauma informed psychotherapy.

Trauma Informed Psychotherapy Sessions:

Stage One – Stabilisation Phase

During the initial session, Zoe wanted her mother in the room to support her. The current protocols were that face masks were to be used. I observed that this supported her engagement in the session, Zoe was able to hide behind the mask.

Zoe presented as fragile, helpless, and hopeless, there was a deep sadness within her which she spoke of as overwhelming. As a trauma therapist, I recognised the importance of building and sustaining a therapeutic relationship before any significant work could be accomplished. During the initial assessment, I explained that she would be focusing on what she wanted to work on and that at any time, she could put the 'brakes on'. I noticed her pupils were dilated and that she was in freeze response, the stress of just being in the room had put her on high alert. Softly, I explained pretrial protocols (CPS PTP, current law until May 2022); the law stated that she could not talk about specific incidents relating to the court case, but we can process the impact, emotionally and psychologically. There was a sudden change in her posture, her shoulders relaxed, and she gave me eye contact. I explained how we would be working on emotional regulation, understanding her flashbacks and intrusive thoughts, but most importantly, focusing on her self-esteem and sense of self. With young people who have been sexually abused, their sense of self is damaged, this will be the main focus of our work together, for Zoe to re-connect and change her core belief of feeling not good enough.

Sessions progressed with Zoe alone in the therapy room, confident that she was in a safe environment. I enabled Zoe with the use of psychoeducation, to understand her triggers for flashbacks and intrusive thoughts, thus enabling her to understand and change things to overcome this. An example being a beauty product which reminded her of her Grandparents bathroom; she was able to remove this. It is important to stress that as well as working with Zoe individually, when something significant emerged within our sessions, with Zoe's permission, at the end of the session we would together inform Mum so that Mum and Dad could support Zoe at home.

During this stage, Zoe became a little happier, the deep sadness was still there but she was better able to understand her trauma symptoms and therefore to feel more in control. The most powerful point was Zoe was able to acknowledge what had happened during the years of abuse, was not her fault, she was not to blame and that it was wrong and illegal. Her anxieties relating to providing evidence was a constant in our sessions.

Stage Two: Processing Phase

Adhering to the Pretrial Protocols, verbally processing her traumas was illegal. However, to cease the flashbacks of specific events and the intrusive thoughts, processing the incidents was essential. As a trauma therapist and working

within this specific field for many years, I devised a therapeutic intervention which adheres to PTT, but allows for the processing of any traumas. This intervention comprises of a small box, paper, and a pen. We started with a low impact incident, I then used prompts for Zoe to write what came up in her thoughts/memories, she then writes it on the paper, folds it up and puts it in the box which would eventually be destroyed. I would verbally prompt, such as, what was the weather like? What time of day was it. Our primary sense are what triggers memories, sight, smell, hearing, touch, and taste, so when processing trauma, it is important to process these senses. Before starting, we would grade the incident out of 10, the following week, we would grade it again, if it had not decreased significantly, we would process the same trauma until it decreased to a 2 or 3 out of 10. We continued this and completed 6 incidents. This took many months, but Zoe was recovering from month to month. At the end of each session, I would provide 10 to 15 minutes for Zoe to re-ground; in this time, she would use air dried clay to kneed. This is a sensory intervention which re-regulates the brain and the body, pulling the brain back into the frontal cortex, stabilising and enabling her to return to the here and now.

Stage Three – Integration Phase

During this stage, we reviewed our work together and prepared for endings. We acknowledged that she may require further sessions nearing the court date.

Section 28:

November 2021

Zoe's Grandfather was officially charged and pleaded not guilty for the offenses. This then allowed for Zoe's barrister to apply for a section 28 which permitted for Zoe to attend her day in court before the Crown Court hearing. Zoe then re-engaged in counselling. She was not sleeping and did not have an appetite, typical symptoms of high levels of stress and anxiety which we then worked on. I was also able to support her with her anxieties prior to her providing evidence. A session after the date for her providing evidence, Zoe was able to share that there was only the Judge, the two barristers and a court advocate who sat with her. We only had a few sessions, the relief of providing evidence was over, and the stress for Zoe was also over. Zoe attended sporadic sessions from November until after the section 28 in March 2021.

Continued Impact:

March – April 2022

After providing evidence, Zoe's flashbacks returned. This is typical after evoking the memories of the traumas when providing evidence. Together, we returned to phase two and again processed the events, though these were not as significant as those in our previous work.

June – July 2022

Zoe returned after having episodes of feeling like she was morphing into other people. Zoe expressed how scary this as for her and feeling like she was going mad. We explored what was going on for her, they now had a date for the hearing in crown court. As we processed her experience, it was evident that Zoe was dissociating. I was able to explain that her thoughts of court and the result if he was found innocent was overwhelming thus disconnecting from herself and the world around her. I further explained that this can be typical for people who are under significant stress, but it will be short term. This episode of dissociating was short term for Zoe and sessions again ended.

We then agreed that sessions could recommence at the end of September 2022 when the hearing will take place.

Mum:

"My daughter started therapy with Service Six following a disclosure of sexual assault by her paternal grandfather. She had spoken to her school counsellor; however, it became apparent that she needed more input than she was able to offer, and my daughter was asking for help. Her mood was incredibly low, and she appeared depressed with anxiety, and she had developed motor and vocal tics following disclosure. She has had an excellent relationship with Yvette, and she was able to build an environment of trust that has enabled her to work through her trauma. At the beginning of her therapy, she couldn't look forward or see a future. Now with Yvette's' help she has become resilient and positive looking forward to her future, she is more in control of her emotions and recognises when she needs some more input. Although she still struggles with certain situations and triggers, she has used the skills she has learnt to rationalise and is able to take control of the situation and find a solution."

"Just to let you know that one of the children you worked with has just has their annual review for their EHCPlan. The child has put 3 things in what's going well, one of them being 'talking with Kirsty'. Parents have also commented that the transition support given by Service Six is a strength. They have noted that they are 'happy with the support/opportunities that have been given to her to ensure a successful transition to secondary.' That includes you!

Thank you"

"I just wanted to drop you an email to say thank you for all the hard work with B. We now have a much more secure and confident young lady in our family who knows how to deal with and regulate her anxieties and emotions. She is much happier in her everyday life and the difference to our family is immeasurable.

Thank you so much for your hard work and efforts, it is truly appreciated."

"The level of support offered to me has been above and beyond what I have ever experienced before with any other professionals that have been involved with XXX Care."

"It's like I have a 'little Sophie' in my head now, so when I'm struggling, I can just think; 'What would Sophie say to me?'"

I wanted to take this opportunity to say a big thank you for taking a chance on me as one of your new student counsellors, for all your support, assistance and guidance. It has been invaluable to me as a student counsellor. I couldn't think of a better placement opportunity and supervision support.

"I am writing to you because I want to give a great big thank you. I can't say it loud enough. I am truly so grateful I got the chance to talk to someone and unburden myself of so many negative feelings, so much sadness, just so much locked up hurt. I've never had the chance to trust before until I met you and talked to you. You allowed me to be heard with no judgement. You let me talk until I was all talked out and could breathe again. You helped me open all the doors in my head and cleaned my mind. I am really and truly so very grateful that I got the chance to talk to someone that I felt truly cared about my life. So again, I say Thank you and thank you for the great work you do."

"I feel that T. has benefitted greatly from the input you have given. Over the summer, T. has grown in confidence, and has returned to the main school with a fresh start and I can tentatively say that T. feels more comfortable in school than he has done for quite some time. He has not yet needed to use the learning support centre, although this remains an option should he feel overwhelmed at school. I feel that the counselling as well as starting his paper round have helped him to gain confidence, and he appears to be motivated to work in school towards the engineering course on offer for year 10. Thank you so much Mike, for your input. We have been particularly pleased with the way you treated T. with mutual respect, which I feel is all too lacking in many services that work with children and young people."

"I just wanted to say thank you very much for your visit and for all the information you were able to give me. Also, the extra info you emailed. It's so good to know that there's all this help available. We are very grateful for the service you provide and we do wonder what kind of mess we would have been in without your valuable help!"

"Hi, it's B from a couple of years ago. Just wanted to let you know I'm doing brilliantly in work now. I'm marketing director & part shareholder for a property investment company now. It's awesome & I'm very thankful to you still for your help 😁 You were honestly one of the key people in me getting to where I am now, I'm very grateful my job is great. Hope you're doing well too!

Legal Information

Registered Charity Number: 1132490

Registered Company Number: 6740611

Address: 15 Sassoon Mews, Wellingborough, Northamptonshire, NN8 3LT

Website: www.servicesix.co.uk

Also available on Twitter, Facebook, LinkedIn and Instagram

Board of Trustees

Andrea Wood (Chairperson)
Asmita Sedhai *(until July 2022)*
Carole Fitzsimons
Dudley Hughes *(until September 2022)*
Ira Hill *(from November 2021 – March 2022)*
Jenny Ludlow
Karen Blackett
Sydney Francesca Shaw
Salvatore Cortese *(until October 2021)*
Tonya Kingham
Wendy Pidd *(until August 2021)*

Patron

Nazir Afzal OBE

Chief Executive

Claudia Slabon

Young Volunteers

Calum Finn-Scinaldi
Stevie Chapman
Imogen Fairey

Auditors

DNG Dove Naish LLP
Chartered Accountants &
Statutory Auditor
Eagle House
28 Billing Road
Northampton
Northamptonshire
NN1 5AJ

Bankers

NatWest Bank PLC
40 Market Street
Wellingborough
Northamptonshire
NN8 1AD

Solicitors

Tollers Solicitors
2 Castilian Street
Northampton
Northamptonshire
NN1 1JX

Trustee's Report

The Trustees are pleased to present their report and the financial statements for the year ended 31st March 2022, which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

Objectives and Activities

The charity's purpose as set out in the objects contained in the company's Memorandum of Association are to:

Provide advice and support to the children, youth, families and communities of Northamptonshire and surrounding area through the provision of counselling services, group work and educational workshops, conferences and information campaigns relating to youth issues and sexual health issues.

Structure, Governance and Management

Governing Document - The organisation is a charitable company limited by guarantee, incorporated on 4th November 2008 and registered as a charity on 5th November 2009. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. The company formerly operated as an unincorporated registered charity registered in 1979.

Recruitment and Appointment of Trustees & Key Personnel - Trustees of Service Six are recruited and appointed in accordance with the Recruiting Trustees & Personnel Policy and associated Succession Planning processes. The organisation seeks to increase trustee numbers with additional or specialist skills and abilities to add to the existing range of expertise of the Board of Trustees and in accordance with the regulations of the Charity Commission of England & Wales and Companies House. Key management personnel remuneration is set by the Trustees using data from the benchmarking of similar sized charities with personnel holding comparable responsibilities, this is reviewed annually by the HR committee.

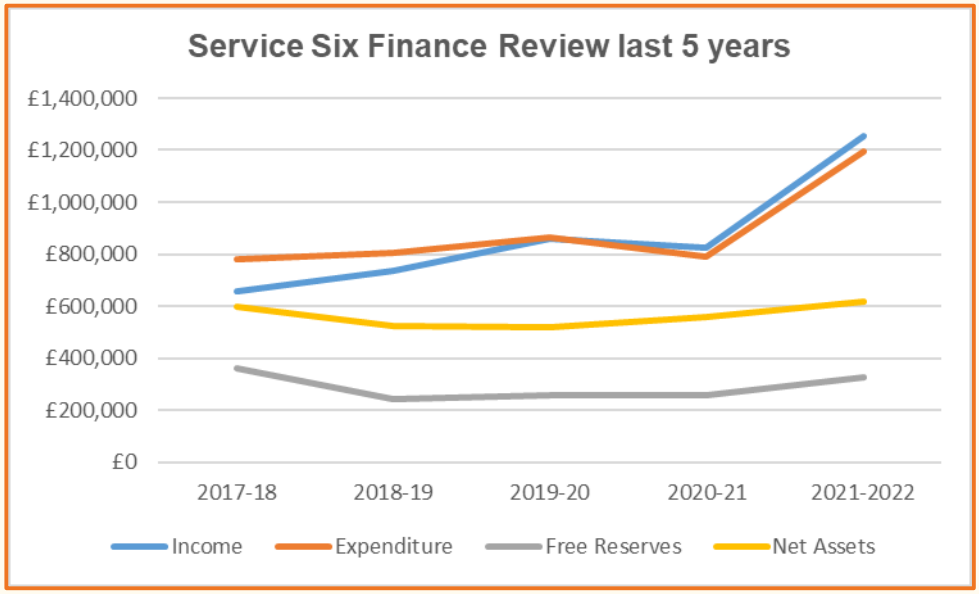
Organisational Structure - The organisational structure is outlined within an approved set of Standing Orders which clearly define the duties and powers of the Board of Trustees, Directors and Executive personnel. The Standing Orders outlines appropriately approved delegated powers and authorisation available to the Chief Executive with regards to company finance, personnel and associated processes.

Related Parties - Related party transactions are detailed in note 18. The company does not have any related parties in respect of larger umbrella, affiliated or associated companies or organisations. Service Six is a member of: the British Association of Counselling & Psychotherapy, Youth Access, National Youth Agency, Northamptonshire Chamber, Association of Chief Executives of Voluntary Organisations, Commsortia Northamptonshire, the National Council for Voluntary Organisations, National Counselling Society, Armed Forces Covenant and the REACH Collaboration. Service Six works with a wide range of corporate, statutory and voluntary sector organisations which are mentioned throughout this report.

Risk Management - The Trustees of Service Six undertake regular risk assessment processes in consultation with the Chief Executive. The main risk highlighted within 2021-2022 were the continuing challenges of the Covid-19 pandamic aftermath which could have had a significant impact on income and service delivery. The charity's commitment and actions towards making a positive difference alongside our robust reserve policy and extensive risk assessments ensured that the risk has been mitigated, investing sufficient resources in to provding a hybrid service delivery model to continue performing essential services to meet the needs of our beneficaries whilst maintaining all personnel with the skills to manage administrative and income generating activities.

Financial Review

During the year total income increased to £1,256,079 a 52% increase on 2021, resulting in a surplus in the year of £61,697. Total funds carried forward at the balance sheet date are £620,607 of which £116,536 is restricted funds.



Reserve's Policy - At 31st March 2022 the free reserves balance stood at £499,894 where free reserves are calculated as general unrestricted fund, less illiquid fixed assets.

It is the charity's policy to hold reserves equivalent to six month's running costs, which in the current financial year totalled £347,000 excluding depreciation (non-cash), subcontractors and sessional costs, which are specifically funded by income received in the year. This is the equivalent of 5.6 months running costs. Income and expenditure levels as well as free reserves are regularly and closely monitored as part of the charity's budgetary processes and the Trustees will work to bring the amount held in line with the policy given the current and future levels of activity that the charity is anticipating.

£150,000 are designated for redundancy provision (£90,000) and the charity's obligation for ethical completion of therapeutic provision (£60,000) and therefore not available for the general purposes of the charity at the end of the reporting period. Redundancy payments are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, and the obligation can be measured reliably. Redundancy is accounted for on an accrual's basis. The amount identified for the charity's therapeutic service obligations is an estimate of the outlay required to complete any therapeutic service obligations should the charity cease to operate.

Any other funds are designated to provide a range of needs led services to meet the charities objectives in 2022-2023 and respond to beneficiaries impacted by the reduction in statutory services, the ongoing impact of the Covid-19 and to respond to the Ukrainian Refugees emotional needs (£30,000). The effectiveness of the policy reviewed in the light of the changing funding, financial climate and other risks and appropriate actions will be taken to bring reserves in line with this policy.

After accounting for these designated funds, the general fund stands at £324,071.

Public Benefit Statement - The Trustees of Service Six have complied with their duty to have due regard to the guidance on public benefit published by the Charity Commission of England & Wales in exercising their powers and duties. The main activities undertaken to further Service Six' purpose for the public benefit is in relation to advancing mental health and wellbeing, promoting community interests, assisting the young and advancing education.

Principal Funding Sources - The principal funding sources and how expenses have supported the key objectives of the charity for the year are detailed within this report and the financial statement.

Significant Events – During the financial year the charity has not experienced any significant events that effected the charity financially. An organisational Risk Register is maintained and reviewed bi-monthly by the Finance Committee. Risk factors for future financial performance is loss of funding.

Responsibilities of the Trustees

The Trustees, who are also directors of the charity for the purpose of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31st March 2022.

The Trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

Company law required the Trustees to prepare financial statements for each financial year which 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 expenditures, 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 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 in operation.

The Trustees are responsible for keeping proper accounting records that 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, the Charities Act 2011 and the Charity (Accounts and Reports) Regulations 2008.

They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

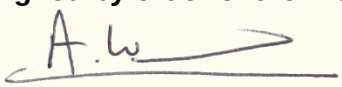
Statement of Disclosure to Auditors

In so far, the Trustees are aware:

- There is no relevant audit information of which the charitable company's auditor is unaware; and
- The Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

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

Signed by order of the Trustees



Andrea Wood - Chairperson
Date: 21st September 2022

REPORT OF THE INDEPENDENT AUDITORS TO THE TRUSTEES OF SERVICE SIX

Opinion

We have audited the financial statements of Service Six (the 'charitable company') for the year ended 31 March 2022 which comprise the Statement of Financial Activities, the Statement of Financial Position, the 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 (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 Auditors' 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 charitable company'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 trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

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.

In connection with our audit of the financial statements, 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.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- the information given in the Report of the Trustees is inconsistent in any material respect with the financial statements; or
- the charitable company has not kept adequate accounting records; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, 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.

Our responsibilities for the audit of the financial statements

We have been appointed as auditors under Section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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 a Report of the Independent Auditors 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.

We obtained an understanding of the legal and regulatory frameworks within which the charity operates, focusing on those laws and regulations that have a direct effect on the determination of material amounts and disclosures in the financial statements. The laws and regulations we considered in this context were the Charities Act 2011, United Kingdom Generally Accepted Accounting Practice and relevant Taxation legislation.

We identified the greatest risk of material impact on the financial statements from irregularities, including fraud, to be the override of controls by management, assessment of the ability to continue as a going concern and the understatement of revenue. Our audit procedures to respond to these risks included enquiries of management about their own identification and assessment of the risks of irregularities, sample testing on the posting of journals, reviewing meeting minutes, regulatory correspondence and professional fees, review of budgets and post year-end financial statements, detailed substantive testing on the completeness of income, and reviewing accounting estimates for biases. We will also review the regulatory correspondence with the Charity Commission.

Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. We are not responsible for preventing non-compliance and cannot be expected to detect non-compliance with all laws and regulations.

These inherent limitations are particularly significant in the case of misstatement resulting from fraud as this may involve sophisticated schemes designed to avoid detection, including deliberate failure to record transactions, collusion or the provision of intentional misrepresentations.

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

Use of our report

This report is made solely to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's trustees those matters we are required to state to them in an auditors' 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 trustees as a body, for our audit work, for this report, or for the opinions we have formed.

DNG Dove Naish LLP

DNG Dove Naish LLP, Statutory Auditor

Eligible to act as an auditor in terms of Section 1212 of the Companies Act 2006

Eagle House

28 Billing Road

Northampton

NN1 5AJ

Date: 29 September 2022

chartered accountants

SERVICE SIX

FOR THE YEAR ENDED 31 MARCH 2022

STATEMENT OF FINANCIAL ACTIVITIES

(Incorporating an income and expenditure account)

	Note	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
Income and endowments from					
Donations and legacies	**1**	44,193	-	44,193	60,615
Income from Investments	**2**	2,987	-	2,987	6,334
Incoming resources from Charitable activities					
Income from Charitable activities	**3**	968,712	240,187	1,208,899	758,871
Total income and endowments		1,015,892	240,187	1,256,079	825,820
Expenditure on					
Charitable activities	**4**	950,076	244,306	1,194,382	789,106
Total expenditure on Charitable activities		950,076	244,306	1,194,382	789,106
Net income/(expenditure) for the year		65,816	(4,119)	61,697	36,714
Balances brought forward at 1 April 2021		438,255	120,655	558,910	522,196
Balances carried forward at 31 March 2022		504,071	116,536	620,607	558,910

The company has no recognised gains or losses other than those included in the surplus above.

There were no discontinued operations. The notes on the following pages form part of these financial statements.

SERVICE SIX

STATEMENT OF FINANCIAL POSITION AS AT 31 MARCH 2022

Registered Company Number 06740611
Registered Charity Number 1132490

	Note	Unrestricted Funds	Restricted Funds	Total 2022	Total 2021
		£	£	£	£
Fixed Assets					
Office furniture	**8**	1	-	1	1
Computer equipment	**8**	1,302	-	1,302	1,944
Improvements to Leased Premises	**8**	2,874	-	2,874	-
Total Fixed Assets		4,177	-	4,177	1,945
Current Assets					
Debtors and prepayments	**9**	36,849	2,613	39,462	205,078
Cash at bank and in hand		1,157,835	192,395	1,350,230	755,066
		1,194,684	195,008	1,389,692	960,144
Creditors: amounts falling due within one year	**10**	(694,790)	(78,472)	(773,262)	(403,179)
Net current assets		499,894	116,536	616,430	556,965
Total assets less current liabilities		504,071	116,536	620,607	558,910
Funds					
Unrestricted funds:	**12**				
Designated funds				180,000	181,900
General unrestricted funds				324,071	256,355
Restricted funds	**11**			116,536	120,655
				620,607	558,910

SERVICE SIX

STATEMENT OF FINANCIAL POSITION AS AT 31 MARCH 2022 (Continued)

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2022.

The members have not deposited notice, pursuant to Section 476 of the Companies Act 2006 requiring an audit of these financial statements.

The trustees acknowledge their responsibilities for

(a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and

(b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been audited under the requirements of Section 144 of the Charities Act 2011.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to charitable small companies.

The financial statements were approved by the Board of Trustees and were signed on its behalf by:



..... 21st September 2022.

Andrea Wood Date:
(Chairperson)

SERVICE SIX

FOR THE YEAR ENDED AT 31 MARCH 2022

STATEMENT OF CASH FLOWS

	Note	Total 2022 £	Total 2021 £
Cash generated from Operating activities	**13**	596,467	89,039
Cash flows from investing activities			
Interest income		2,987	6,334
Purchase of tangible fixed assets		(4,290)	-
Cash provided by/ (used in) investing activities		(1,303)	6,334
Increase in cash and cash equivalents in the year		595,164	95,373
Cash and cash equivalents at the beginning of the year		755,066	659,693
Total cash and cash equivalents at the end of the year	**14**	**1,350,230**	**755,066**

SERVICE SIX

FOR THE YEAR ENDED 31 MARCH 2022

ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)'. Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Service Six is an incorporated charity, registered in England and Wales. The charity's number and registered office address can be found on the Company Information page. The presentation currency of the financial statements in the Pound Sterling (£).

Company status

The charity is a company limited by guarantee. The members of the company are the trustees named on page 43. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £10 per member of the charity.

Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income and gains are allocated to the appropriate fund.

Incoming resources

All incoming resources are included in the SOFA when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

No amounts are included in the financial statements for services donated by volunteers.

Government grant income has been included and recognised within the SOFA as it is received and due to the charity

Resources expended

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Where costs cannot be directly attributed to particular headings, they have been allocated to activities on a basis consistent with use of the resources.

Fund raising costs are those incurred in seeking voluntary contributions and do not include the costs of disseminating information in support of the charitable activities. Support costs are those costs incurred directly in support of expenditure on the objects of the charity and include project management carried out at Headquarters.

SERVICE SIX

FOR THE YEAR ENDED 31 MARCH 2022

ACCOUNTING POLICIES (continued)

Tangible fixed assets and depreciation

Tangible fixed assets costing more than £1,000 are capitalised and included at cost including any incidental expenses of acquisition. Depreciation is charged at 33% per annum on cost of the asset using the straight-line method. Smaller items are treated as an expense in the year of acquisition.

Fixed assets are stated at cost less accumulated depreciation and accumulated impairment losses. Where parts of an item pf property, plant and equipment have different useful lives they are accounted for as separate items of property, plant and equipment.

Depreciation methods, useful lives and residual values are reviewed at each balance sheet date. The selection of these residual values and estimated lives requires the exercise of judgement. The directors are required to assess whether there is an indication of impairment to the carrying value of assets. In making that assessment, judgements are made in estimating value in use. The directors consider that the individual carrying values of assets are supportable by their value in use.

Pension costs

The company operates a defined contribution scheme for the benefit of its employees. The costs of contributions are written off against profits in the year they are payable.

Financial instruments

Cash and cash equivalents in the balance sheet comprise cash at banks and in hand and short-term deposits with an original maturity date of three months or less.

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in the statement of comprehensive income under administrative expenses.

Financial liabilities and equity instruments are classified according to the substance of the contractual arrangements entered into. An equity instrument is any contract that evidences a residual interest in the assets of the entity after deducting all of its financial liabilities.

Where the contractual obligations of financial instruments are equivalent to a similar debt instrument, those financial instruments are classed as financial liabilities. Financial liabilities are presented as such in the balance sheet. Finance costs and gains or losses relating to financial liabilities are included in the profit and loss account. Finance costs are calculated so as to produce a constant rate of return on the outstanding liability.

Significant judgements and estimates

The preparation of financial statements requires the use of certain critical accounting estimates. It also requires management to exercise its judgement in the process of applying the company accounting policies. The areas involving a higher degree of judgement or complexity, or areas where assumptions and estimates are significant to the financial statements are disclosed within the individual accounting policies above.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Going Concern

The Trustees have considered a period of 12 months from the date of approval of these financial statements and have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus, they continue to adopt the going concern basis of accounting in preparing the financial statements.

SERVICE SIX

FOR THE YEAR ENDED 31 MARCH 2022

NOTES TO THE ACCOUNTS

1. Income from Donations and Legacies

	2022	2021
	£	£
Grants	21,000	45,000
Gifts	13,193	15,615
Total Donations and Legacies	44,193	60,615

All income from gifts and grants are unrestricted. The Charity benefits from the involvement and support of volunteers, details of which are given in the annual report. In accordance with FRS 102 and the Charities SORP (FRS 102) the economic contribution of general volunteers is not recognised in the accounts.

2. Investment Income

All of the charity's investment income of £2,987 (2021 - £6,334) arises from money held in interest bearing deposit accounts.

3. Income from Charitable Activities

All income is derived from contractual services.

	2022	2021
Unrestricted funds	£	£
NHFT PSAP	171,000	160,000
NHS – Nene CCG	113,247	113,247
VOICE – Child ISVA	31,775	31,194
Commissioned Services	73,842	27,127
NHS - Lincolnshire	35,366	22,271
East Northamptonshire Council	20,000	20,000
Youth Works	-	18,292
MKCFT	-	14,840
Big Lottery Fund	-	12,900
Barnardo's	-	11,733
NHS – Waiting List Initiative	-	10,950

SERVICE SIX

FOR THE YEAR ENDED 31 MARCH 2022

NOTES TO THE ACCOUNTS (continued)

Happy Heads U11	32,500	-
Places 4 People	2,200	4,719
NHS – Milton Keynes CCG	107,916	4,314
NCFT	5,580	3,800
Stand Out Northamptonshire	17,295	2,615
MHSDS	720	1,840
Lloyds Foundation	-	1,500
Wellingborough Borough Council	12,500	1,462
VCSE	32,525	1,200
Ministry of Justice	-	810
Western Power	-	750
Wellingborough CSP	-	175
Key Training	-	(7,375)
REACH Collaboration Service Six Lead	224,500	-
REACH Collaboration	42,825	9,375
Raunds Town Council	4,944	-
Faraway	1,000	-
NCC – Sport Satellite & 1-1 Support	733	-
NDAS	2,425	-
Mentoring Project	15,117	-
School Counselling	20,702	-
	968,712	467,739

SERVICE SIX

FOR THE YEAR ENDED 31 MARCH 2022

NOTES TO THE ACCOUNTS (continued)

Restricted Funds	**2022 £**	**2021 £**
Big Lottery Fund - TARGET	112,487	130,773
Big Lottery Fund – Milton Keynes	104,525	112,350
Children In Need – OPAL project	23,175	32,103
ESIF Goodwill Solutions	-	13,606
BBC CIN – Booklets	-	2,300
	240,187	291,132
Total Income from Charitable Activities	1,208,899	758,871

SERVICE SIX

FOR THE YEAR ENDED 31 MARCH 2022

NOTES TO THE ACCOUNTS (continued)

4. Resources Expended

	Unrestricted Funds	Restricted Funds	Total 2022	Total 2021
Charitable activities	**£**	**£**	**£**	**£**
Staff wages	195,837	158,833	354,670	284,254
Employer costs	4,314	19,060	23,374	17,842
Pension costs	9,882	9,530	19,412	21,754
Sessional staff	232,530	1,705	234,235	182,845
Rent	2,209	2,208	4,417	4,333
Subcontractors	265,238	-	265,238	-
Service resources	862	12	874	2,302
Support staff travel expenses	7,051	7,426	14,477	2,796
Sessional staff travel expenses	2,334	-	2,334	790
Young people's - travel expenses	-	-	-	8
- activities	2,564	1,139	3,703	43
- rent	23	165	188	23
- expenses other	115	13	128	1,092
- refreshments	263	154	417	331
Events	848	2,913	3,761	-
Mobile phone expenses	5,767	4,914	10,681	11,977
Subscriptions	4,220	5,468	9,688	9,194
Legal and professional fees	1,074	224	1,298	2,368
Training and supervision	30,007	7,616	37,623	34,004
Publicity and marketing	148	2,323	2,471	226
Sundry expenses	2,006	84	2,090	772
	767,292	223,787	991,079	576,954

SERVICE SIX

FOR THE YEAR ENDED 31 MARCH 2022

NOTES TO THE ACCOUNTS (continued)

4. Resources Expended (continued)

	Unrestricted Funds	Restricted Funds	Total 2022	Total 2021
Support costs allocated Charitable activities	**£**	**£**	**£**	**£**
Heat, Light & Water Rates	3,651	1,416	5,067	3,417
Repairs and Maintenance	9,664	689	10,353	23,348
Staff Wages	106,451	-	106,451	109,590
Employer Costs	10,330	-	10,330	10,335
Pension Costs	6,387	-	6,387	6,572
Staff Recruitment Costs	537	237	774	360
Staff Travel Expenses	870	-	870	1,028
Telephone and Internet	1,632	2,228	3,860	4,086
Insurance	5,221	175	5,396	5,380
Postage and Stationery	1,117	1,801	2,918	2,412
Capital Expenditure	8,144	4,022	12,166	12,114
Computer Running Costs	8,418	6,361	14,779	20,826
Sundry Expenses	470	138	608	170
Legal and Professional Fees (Including Governance)	16,699	3,452	20,151	10,200
Lease Costs	560	-	560	842
Depreciation	2,058	-	2,058	958
Bank Charges	575	-	575	513
	182,784	20,519	203,303	212,152
Total Expenditure on Charitable Activities	950,076	244,306	1,194,382	789,106

SERVICE SIX

FOR THE YEAR ENDED 31 MARCH 2022

NOTES TO THE ACCOUNTS (continued)

5. Governance Costs

The following costs are included in 'Legal and professional fees' in note 2

	2022	2021
	£	£
Auditor's remuneration for audit work	4,224	4,180
	4,224	4,180

6. Staff Costs and Trustees' Remuneration

	2022	2021
	£	£
Wages and salaries	461,121	393,844
Social security costs	33,704	28,177
Pension costs	25,799	28,326
	520,624	450,347

The average monthly number of employees was 22 (2021 - 19).

No employee received remuneration amounting to more than £60,000 in either year.

The key management personnel of the charity comprise the Trustees and the Chief Executive Officer. The total employment benefits of the key management personnel of the charity were £60,305 (2021 - £59,491)

No trustees received any remuneration or expenses in the year. (2021 – nil)

SERVICE SIX

FOR THE YEAR ENDED 31 MARCH 2022

NOTES TO THE ACCOUNTS (continued)

7. Comparative statement of financial activities

	Unrestricted funds	Restricted funds	Total 2021
	£	£	£
Income and endowments from			
Donations and legacies	60,615	-	60,615
Income from investments	6,334	-	6,334
Incoming resources from charitable activities			
Income from charitable activities	467,739	291,132	758,871
Total income and endowments	**534,688**	**291,132**	**825,820**
Expenditure on			
Charitable activities	502,058	287,048	789,106
Total expenditure on charitable activities	**502,058**	**287,048**	**789,106**
Net income for the year	32,630	4,084	36,714
Balances brought forward at 1 April 2020	405,625	116,571	522,196
Balances carried forward at 31 March 2021	**438,255**	**120,655**	**558,910**

SERVICE SIX

FOR THE YEAR ENDED 31 MARCH 2022

NOTES TO THE ACCOUNTS (continued)

8. Fixed Assets

	Office Furniture	Computer Equipment	Improvements to Leased Premises	Total
Cost	**£**	**£**	**£**	**£**
At 1 April 2021	5,977	64,274	-	70,251
Additions	-	-	4,290	4,290
At 31 March 2022	**5,977**	**64,274**	**4,290**	**74,541**
Depreciation				
At 1 April 2021	5,976	62,330	-	68,306
Charge for year	-	642	1,416	2,058
	5,976	**62,972**	**1,416**	**70,364**
Net Book Value at 31 March 2022	**1**	**1,302**	**2,874**	**4,177**
Net Book Value at 31 March 2021	**1**	**1,944**	**-**	**1,945**

9. Debtors

	2022		2021	
	£	**£**	**£**	**£**
	Unrestricted	**Restricted**	**Unrestricted**	**Restricted**
Trade Debtors	25,721	-	189,323	-
Prepayments and accrued income	11,128	2,613	12,768	2,987
	36,849	2,613	202,091	2,987

SERVICE SIX

FOR THE YEAR ENDED 31 MARCH 2022

NOTES TO THE ACCOUNTS (continued)

10. Creditors: amounts due less than one year

	2022		2021	
	£	£	£	£
	Unrestricted	Restricted	Unrestricted	Restricted
Trade creditors	41,989	-	22,997	-
PAYE and NIC	10,414	-	9,430	-
Accruals	24,979	10,605	28,847	13,975
Deferred income	617,408	67,867	291,242	36,688
	694,790	78,472	352,516	50,663

The deferred income relates to contracted services that have not yet been provided.

Movement in deferred income:	£	£
	Unrestricted	Restricted
Balance as at 1 April 2021	291,242	36,688
Released to SOFA in year	175,566	-
Amount deferred during year	501,732	31,179
Balance as at 31 March 2022	617,408	67,867

SERVICE SIX

FOR THE YEAR ENDED 31 MARCH 2022

NOTES TO THE ACCOUNTS (continued)

11. Restricted funds

The funds of the charity included restricted funds comprising the following incoming resources, expenditure and unexpended balances of donations and grants held on trusts to be applied for specific purposes.

Movement in restricted funds 2022

	At 1 April 2021 £	Incoming resources £	Expenditure £	At 31 March 2022 £
Big Lottery Fund Milton Keynes Youth Starz	48,113	104,525	107,586	45,052
Big Lottery Fund TARGET	57,373	112,487	112,534	57,326
ESIF WRAP Goodwill Solutions	1,171	-	1,171	-
Children in Need OPAL Project	11,698	23,175	20,715	14,158
BBC Children in Need booklet	2,300	-	2,300	-
	120,655	240,187	244,306	116,536

Movement in restricted funds 2021

	At 1 April 2020 £	Incoming resources £	Expenditure £	At 31 March 2021 £
Big Lottery Fund Milton Keynes Youth Starz	55,790	112,350	120,027	48,113
Big Lottery Fund TARGET	52,671	130,773	126,071	57,373
ESIF WRAP Goodwill Solutions	-	13,606	12,435	1,171
Children in Need OPAL Project	8,110	32,103	28,515	11,698
BBC Children in Need Booklet	-	2,300	-	2,300
	116,571	291,132	287,048	120,655

SERVICE SIX

FOR THE YEAR ENDED 31 MARCH 2022

NOTES TO THE ACCOUNTS (continued)

The three-year Big Lottery Fund Milton Keynes project offers services to disadvantaged young people; to address and develop transferable life skills and provide healthy positive activities in the Milton Keynes area.

The three-year Big Lottery Fund TARGET project's aim is Targeting and Reducing Grooming, Exploitation and Trading of children and young people online across Northamptonshire and Leicestershire.

The ESIF WRAP Goodwill Solutions projects offer a work readiness program for people 16 and over not in education, employment or training offering a wraparound support package to help develop potential and achieve goals in the Northamptonshire area.

The three-year Children in Need OPAL project aims to support young people to reduce self-harming and anxiety behaviours in the Northamptonshire area.

The one-off BBC Children in Need booklet is funding to create and produce the 'Harm-less' self-help book for young self-harmers.

12. Unrestricted funds

Movement in Unrestricted Funds 2022

	At 1 April 2021 £	Incoming resources £	Resources expended £	Transfers £	At 31 March 2022 £
General Fund	256,355	1,015,892	918,176	(30,000)	324,071
Therapeutic Service Obligations	60,000	-	-	-	60,000
Redundancy Provision	90,000	-	-	-	90,000
Donation core costs	25,000	-	25,000	-	-
Building refurbishment	4,000	-	4,000	-	-
COVID response MK	2,900	-	2,900	-	-
Support For Ukrainian Customers	-	-	-	30,000	30,000
	438,255	1,015,892	950,076	-	504,071

The therapeutic service obligations and redundancy provision funds are explained in the Reserves Policy in the Trustee report.

The donation for core costs fund was received in February 2021 and was used during the next financial year.

The building refurbishment fund are monies that were set aside for cleaning in the Wellingborough office, in line with Covid-19 guidance to provide a Covid-secure working environment.

The Covid-response MK fund were monies received for exceptional costs that were incurred, including equipment and deep cleaning in Milton Keynes office.

The support for Ukrainian customers will be set aside to supplement a needs-led offering.

SERVICE SIX

FOR THE YEAR ENDED 31 MARCH 2022

NOTE TO THE ACCOUNTS (continued)

Movement in Unrestricted Funds 2021

	At 1 April 2020 £	Incoming resources £	Resources expended £	Transfers £	At 31 March 2021 £
General Fund	255,625	534,688	502,058	(31,900)	256,355
Therapeutic Service Obligations	60,000	-	-	-	60,000
Redundancy Provision	90,000	-	-	-	90,000
Donation core costs	-	-	-	25,000	25,000
Building refurbishment	-	-	-	4,000	4,000
COVID response MK	-	-	-	2,900	2,900
	405,625	534,688	502,058	-	438,255

13. Reconciliation of net movement in funds to net cash flow from operating activities

	2022 £	2021 £
Net movement in funds	61,697	36,714
Add back depreciation charge	2,058	958
Deduct interest income shown in investing activities	(2,987)	(6,334)
Decrease/(increase) in debtors	165,616	(180,230)
(Decrease)/Increase in creditors	370,083	237,931
Net cash generated from operating activities	596,467	89,039

SERVICE SIX

FOR THE YEAR ENDED 31 MARCH 2022

NOTES TO THE ACCOUNTS (continued)

14. Analysis of cash and cash equivalents

	2022	2021
	£	£
Cash in hand:	822,346	232,511
Notice deposits (less than 3 months)	527,884	522,555
Total cash and cash equivalents	1,350,230	755,066

15. Called up share capital

The company is limited by guarantee and does not have any issued share capital. Every member of the company undertakes to contribute to the assets of the company (should this be wound up during membership or within one year after ceasing to be a member), for payment of debts and liabilities of the company contracted before ceasing to be a member. The contribution payable is limited to a sum not exceeding £10.

16. Contingent liabilities and capital commitments

The company had no contingent liabilities or capital commitments at 31 March 2022 or 31 March 2021

17. Leasing Commitments

Total future minimum lease payments under non-cancellable operating leases are as follows:

	Land and Buildings	
	2022	2021
	£	£
Within 1 year	5,000	4,324
In 1-5 years	6,250	-
Over 5 years	-	-
	11,250	4,324

18. Related Parties

There were no transactions during the year with related parties. (2021: nil)

The Philip Lawrence Award

Rose of Northamptonshire

ARMED FORCES COVENANT

The Queen's Award for Voluntary Service

bacp Accredited Service

THE NATIONAL COUNSELLING SOCIETY

YOUTH ACCESS
Championing advice and counselling



NCVO Championing Voluntary Action

Northamptonshire Chamber MEMBER

VOLUNTARY IMPACT NORTHAMPTONSHIRE IN

REACH
SERVICE SIX THE LOWDOWN TIME 2 TALK CHAT YOUTH COUNSELLING YOUTH WORKS

acevo Charity Leaders Network

Commsortia stronger together

Support After Suicide Partnership

Service Six

Changing Lives • Creating Futures

STAY CONNECTED WITH US

15 Sassoon Mews
Wellingborough
Northamptonshire
NN8 3LT

01933 277520 07780 998905

www.servicesix.co.uk

@servicesix123

@ServiceSix1

@servicesix1

Service Six

https://www.youtube.com/channel/UC5iXENRiwJG8_Ota0C8513g/featured

Registered Charity Number: 1132490 Registered Company Number: 6740611

SERVICE SIX

England & Wales - Charity number 1132490

Accounts

Service Six

Changing Lives • Creating Futures



IMPACT REPORT 2020-2021

Service Six

Changing Lives • Creating Futures

Registered Charity Number:	1132490
Registered Company Number:	06740611 (CLG)
HQ Address:	15 Sassoon Mews Wellingborough Northamptonshire NN8 3LT
Telephone:	01933 277520
Mobile:	07780 998905
Email:	referrals@servicesix.co.uk
Website:	www.servicesix.co.uk
Helpline:	07718 003219
Facebook:	@servicesix123
Twitter:	@ServiceSix1
Instagram:	@servicesix1
LinkedIn:	Service Six
YouTube:	https://www.youtube.com/watch?v=tQxQlw1n02Y&t=6

CONTENT

CONTENT	PAGE
Vision, Mission, Values	4
Legal and Administrative Details	5
Welcome from our Chair	7
Letter from our Treasurer	9
Message from our Chief Executive	11
New Strategy & Action Plan 2020 – 2023	12
Service Six – A year in Review	13
Our Team in 2020 - 2021	15
Our Services in 2020- 2021	16
New Services in 2021 - 2022	17
Thank you to our Funders & Supporters	19
Our Response to Covid-19	20
Rose of Northamptonshire Award	21
Individual Journeys through the pandemic	23
BACP Accreditation	32
Trustees' Report	33
Auditors Report	36
Statement of Financial Activities	39

VISION • MISSION • VALUES

Our Vision

For all Young People to be healthy and resilient

Our Mission

Is to respond to the identified needs of children, young people, adults and families achieved through a range of professional interventions and partnerships, funded by diverse commissions, grants and donations

Our Values

We are passionate, respectful, fair and ethical in providing qualitative accountable services.

Passion

Our people are passionate & committed within their work, operating in a caring environment towards each other and clients.

Respectful

We believe in supporting all clients in a respectful way with thinking that empowers them to help themselves and enables them to do so.

Equality

We are committed to enabling equity of access and equality of opportunity within an inclusive environment, showing respect for all as individuals.

Accountable

We will be fully accountable for all aspects of our servce, acting with integrity and providing information to clients and contractors.

Quality

We will deliver a quality service with the highest standards for our clients, investors and contractors.

Ethical

We will build upon our status as a trusted, transparent service provider and contractor

Legal & Administrative Details

Service Six

Registered Charity No: 1132490
Registered Company No: 06740611
Registered Address: 15 Sassoon Mews, Wellingborough, Northamptonshire, NN8 3LT
Office Phone: 01933 277520
Email: referrals@servicesix.co.uk
Website: www.servicesix.co.uk
Also available on Twitter, Facebook, LinkedIn and Instagram

Auditors

DNG Dove Naish LLP
Chartered Accountants & Statutory Auditor
Eagel House
28 Billing Road
Northampton
Northamptonshire
NN1 5AJ

Bankers

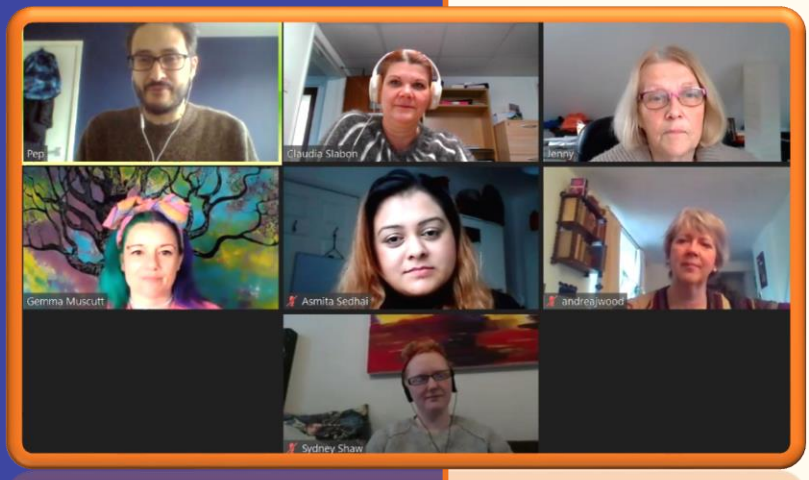
NatWest Bank PLC
40 Market Street
Wellingborough
Northamptonshire
NN8 1AD

Solicitors

Tollers Solicitors
2 Castilian Street
Northampton
Northamptonshire
NN1 1JX

Board of Trustees

Andrea Wood (Chairperson & Company Secretary
David Culwick (Vice Chair) ***until May 2020***
Jenny Ludlow ***since May 2020***
Salvatore Cortese (Treasurer)
Asmita Sedhai ***since August 2020***
Carole Fitzsimons
Dudley Hughes
Juliet Smith ***until October 2020***
Karen Blackett ***since August 2020***
Kirsti Edmead ***until October 2020***
Scott Fitzsimmons ***until September 2020***
Sydney Shaw ***since August 2020***
Tonya Kingham ***since October 2020***
Wendy Pidd ***March - August 2021***




for Today
My Cats to Keep me company
Health Love Family
GETTING ON REALLY WELL WITH FAMILY AND BONDING
VIDEO CALLS TO STAY IN TOUCH WITH FAMILY & FRIEND
FAMILY
Friends
FOOD


family
Harrie the Ca
Food
Music
& friends
Reading
Garden
through teamwork
BEING ALIVE & HEALTHY
MY PHONE SO I CAN STAY CONNECTED
My supportive work colleagues
I am Grateful for my Amazing Son, fabulous family and friend's and my Health.
Stay Safe

WELCOME FROM OUR CHAIR



It is very encouraging to see Service Six return to profitability this year, after four years of loss making – this performance is all the more impressive given the current circumstances we still find ourselves in. The result is a huge testament to our dedicated teams, and to the motivation and leadership provided by the management team, in particular Claudia Slabon and Emma Campion. We have had to adapt to many different ways of working during the pandemic, some of which we will continue to adopt, but happily most of our team are now back in the office and seeing vulnerable children in need on a face to face basis again. We continue to provide counselling, therapy and education services across a wide area and the stories included elsewhere in this report provide a powerful testament to the nature and importance of this work.

Sadly, the pandemic has seen an even greater need for our services, and we have continued to expand the services we offer and also the geographical areas in which we operate. This has seen us expand our hard working team by another five people, whom we are delighted to welcome to the Service Six family.

Our teams continue to be creative in the ways in which we raise funds, and we are as ever, enormously grateful to our supporters, donors and funders without whom we could not continue our invaluable work. We are also grateful for the continued support and enthusiasm of our Trustees – this year we have taken on a number of new Trustees all with interesting and relevant backgrounds, and it has been good for us to see new faces and hear new questions and challenges. We have spent some time looking at the quality of our governance this year, working with Charity Commission tools, and I am delighted to say that we continue to be a very well run charity although of course there are always ways in which we can do better.

I would like to thank in particular three members of our team – Claudia, who has been absolutely tireless over the last year and has managed not only to both keep up the morale and work ethic of the teams but also to successfully find new areas of business; our Treasurer Sam Cortese who has been an enormous help managing our finances very professionally over the last three years and who we sadly lose at the end of this financial year – he will be much missed! Also Jenny Ludlow who kindly stepped up as Vice Chair at short notice earlier this year and has been a huge help and a very experienced pair of hands to have by my side during this challenging year.

We hope that life will return to something approaching normal before too long, but we know that our services will continue to be very much needed and look forward to the coming challenges with the continued, and much appreciated support, of our colleagues, Board and supporters.



Andrea Wood
Chairperson





LETTER FROM OUR TREASURER



I am pleased to report on the financial report of Service Six for the year ended 31 March 2021.

Service Six continues its excellent work in maintaining its financial stability throughout a difficult period not only financially but also operationally owing to the continuing Covid-19 situation.

It is my responsibility to supervise and review the financial practises and arrangements at Service Six in both an operational and strategic sense. I make recommendations where appropriate and ensure that Service Six complies with the charity commission guidelines.

The management and finance team have reviewed the internal controls during the year and found them to be in generally accordance with the charities commission guidelines and appropriate actions have been put in place in the few areas that required attention.

The finance team and in particular Karen Green need special mention for dealing with some particularly challenging issues during the year, which have been resolved satisfactorily.

As usual raising finance continues to be one of the most challenging aspects of charitable organisations, particularly during the pandemic. I am pleased to report that the management and employees of Service Six continue to source income commensurate to provide its excellent counselling and other services. Indeed, in the current year Service Six has recorded a surplus of net income over expenditure of £36,714, a continuation of the improvements in recent years.

However, the pandemic has restricted the level of activities that Service Six was able to undertake and this was reflected by the reduction in income from £860,559 in 2020 to £825,820 in the current year. Despite this significant reduction the management of Service Six have achieved an excellent result by managing the costs appropriately and conservatively.

As a result of the cautious and prudent approach to financial management the total reserves stood at £558,910 with free reserves of £436,310 a continuing sustainable position and in line with the charities reserves policy.

In conclusion a very good year despite the challenges and credit must go to all the employees of Service Six in general and Claudia Slabon in particular.

Sam Cortese

Treasurer & Trustee



MESSAGE FROM OUR CHIEF EXECUTIVE

Today's children and young people have more paths to success than ever, but they also deal with more challenges, more risks and more dangers. The world is changing fast, life is more uncertain than ever before, more challenging and more complex. Covid-19 brought an extraordinary sting to last year's tail, turning children and young people's lives upside down.

For over 40 years, Service Six have committed themselves to doing more for children and young people, to doing whatever it takes to empower children and young people to imagine and achieve great futures; guiding, supporting and advocating for them as they grow into their best selves. I am happy to say that Service Six has fared incredibly well over the past year. Of course, it's been a challenge, but with challenge comes opportunity. We adapted with great speed to respond to the pandemic by developing different ways of working and finding ways to deal with the restrictions. So much of what we did relied on face to face interactions, so having our interactions with people - clients, parents, donors, funders, staff, partners – ripped away virtually overnight, was a shock to the system. But we have managed to remain our services open by moving our practice online.

I am extremely proud that none of our employees had to be furloughed. Our staff are a committed, supportive community and they have done a fantastic job of supporting and motivating each other over the past year. With people working remotely, it's made us up our game in contemporary communications. We have made a conscious effort to reach out to staff and ensure leadership was visible during a challenging time. We have held regular briefings for all staff, used more video so that staff could experience some human interactions, shared good news stories, celebrated success and tried to inject some fun where we could.

I am hugely grateful to our Board of Trustees who continue to serve, support and scrutinise the charity's work. Their guidance, wisdom and support over the last year has been invaluable to enable Service Six to thrive. I believe it takes an army of skilled staff and volunteers, a safe environment, high-quality programmes and positive experiences to ensure children and young people have a great future.

After the pain of the last year, I am very excited for the future of Service Six. Challenges lie ahead, particularly as we emerge from the pandemic. It's hard to predict how things will look in a year's time. The coming year will no doubt bring many challenges as we navigate the full impacts of COVID-19. We remain positive about the financial strength of Service Six, but we are also mindful of challenges ahead and the ever increasing need for mental health services to support children and young people as we know there will be an impact as they start to adapt to their 'real' lives and the 'new normal'. We remain focused on what we need to achieve to ensure that the most vulnerable children and young people have hope for their futures and working directly with children and young people to transform their lives remains central to our approach. Service Six' ability to flex and adapt has been tested last year, yet this stands us in good stead for whatever the years ahead will throw at us.



Thank you for taking the time reading about our impact report, which will provide you with a snapshot of the last year. I hope you will share my passion for the incredible contribution of Service Six to making children and young people's lives happier and healthier.



Claudia Slabon
Chief Executive

NEW STRATEGY & ACTION PLAN 2020 - 2023



'If You Fail to Plan, You Plan to Fail.' Benjamin Franklin

We wanted to make sure we are responding to the needs of our young clients so we have been reviewing what, where and how we do it.

In In November 2019 we commissioned JD Consultancy http://jdconsultancy.solutions/ to undertake an extensive consultation with our beneficiaries, partners, stakeholders, community, board and staff. What they have told us will help shape future services and increase our positive impact.

Outcomes were provided in an internal strategy event in order to shape and refresh our strategy map and to design a plan of action and fundraising strategy to achieve our longer term aim.

The needs identified were:

- Improved life skills
- Responses for and with modern and future young people
- Responses to the practice and impact of knife crime
- Improved mental health
- Improved stress management
- Responses to the practice and impact of bullying

The plan was approved in January 2020 and actions commenced. Unfortunately, the Covid-19 pandemic in March 2020 presented new and significant challenges for Service Six in delivering its strategic plan.

SERVICE SIX – A YEAR IN REVIEW

April 2020 to March 2021

Changing Lives • Creating Futures

4
Counties
Northamptonshire • Milton Keynes • Leicestershire • Lincolnshire

3
Top Referral Symptoms
Self-harm • Anxiety • Low Mood
Followed by
Anger, Suicidal Ideation/Attempt, Self-Esteem

3
Top Referral Symptoms
Family • Grief • Abuse
Followed by
Domestic Violence, School Pressure, Grooming

1828
Children & Young People
received 1-2-1 support / counselling

16% Increase
compared to previous year

A further **884 Young People**
were supported through thematic Group Work and Workshops

6896
1-2-1 sessions
of support / counselling delivered

22% Increase
compared to previous year

A further **639** of thematic Group Work and Workshop sessions were delivered

20% Increase
in Safeguarding Concerns

9% DNAs
Did Not Attend their sessions

91% Young People reported improved **wellbeing**

95% Young People found our services **accessible**

88% Young People thought the waiting time was **acceptable**

96% Young People would **use** our services **again**

99% Young People **recommend** our service to family & friends

91% Young People reported they're **better** able to **cope**

92% Young People reported they feel **safer** now




#bekind

Our Team in 2020-2021

Management Team

Claudia Slabon – Chief Executive
Claire Wright (Connelly) – TARGET Manager
Emma Campion – Operations Manager
Katie Byrne – Milton Keynes Service Manager
Lorna Bhattacharya – Service Hub Team Leader
Yvette Lambe – Head Clinical Lead Therapist

Administration & Finance Team

Adam Finn-Scinaldi – Hub Operative *until March 2021*
Billie Calland – Community Fundraiser
Brian Drury – Fundraiser & Bid Writer
Karen Green – Bookkeeper
Sarah Kerr – Clerk to the Board
Tanya Costantino – Hub Operative
Tina Botterill – Hub Operative *since July 2021*

Youth Specialist Team

Claire Fairey *since November 2020*
Emma Moore *until December 2020*
Freyja Montali
Gemma Muscutt
Giuseppe Finn-Scinaldi (Pep)
Lauren Howkins *since July 2020*
Lyn Brain (ChISVA)
Lyndsay Carson *since September 2020*
Nicola Jane-Gray
Sonia (Kimmy) Stuart
Sophie Horner
Tony Butcher
Beth Waters *Sessional*
Emma Stafford *sessional*
Honorata Chorazy-Przybysz *sessional*
Kim Jeffs *sessional*

Counsellor/Therapist Team

Adam Haves
Alice Curran
Alix Bosnic
Catherine Papworth
Debera Torpey
Deena Singh
Emma Moore
Esther Allday
Felicity Botterill
Freyja Montali
Honorata Chorazy-Przybysz
Jane Elliott
Jane Wildbore
Jo Gilbert
Jo Vickers
Julie Lee
Kate Darbon
Kim Orlandini
Liz Canham
Mike Santoro
Natasha Saddington
Ophelia Woods
Paula Burrows
Philippa Oliver-Dee
Rachel Spence
Rebecca Bradley
Sarah Gage
Sarah Irvine
Sarah Kinchin
Sophie Marsh
Stacey Mawson
Sue Dutton
Victoria Gess
Wendy Pidd
Yvette Lambe
Yvonne Hodson

Thank you to an AMAZING Team!!!

Our Services in 2020-2021



Northamptonshire

Aspire to a Better Future – Prevention & Reduction of School Exclusions in Wellingborough

Caring Connections – Improving mental health, education and employment outcomes for Children in Care and Care Leavers

Emotional Wellbeing and Mental Health Support and Counselling for Children and Young People living in East Northamptonshire and Wellingborough. (also includes Adults in East Northamptonshire; includes a wide range of contracts)

Happier Families – Family Support and Wellbeing Programme

Happy Heads – Supporting Children living in Wellingborough to build emotional resilience and develop a healthy mind so they can be happier and healthier kids.

No Need for NEET – Building Better Opportunities Work Readiness Action Programme (WRAP)

OPAL – Therapeutic support for Young People who self-harm

Post Sexual Abuse Pathway (PSAP) - Therapeutic services for Children and Young People who are the survivor of Sexual Abuse/Violence

Rapid Response – Therapeutic support for Young People who visit A&E with Self-harm issues or who have been identified as requiring immediate emotional support.

SHAPE – Self-Harm Awareness and Prevention Enterprise, providing education, awareness and support about Self-harm in East Northamptonshire

Sister Sister – Emotional wellbeing and mental health support for young women aged 16 to 25, particularly for those from BAME backgrounds and/or with experience of violence or insecure housing.

StreetWise Deanshanger – Diversionary Activities to reduce youth anti-social behaviour and low level youth crime

TARGET –Targeting And Reducing Grooming, Exploitation and Trading of Children and Young People Online (sexual and criminal exploitation and abuse)

VYBZ Youth Club

Many of our projects and services are delivered in partnership and collaboration with other amazing organisations; including Goodwill Solutions, Mind, Northamptonshire Youth Offending Service, SARCs, Stand Out Northamptonshire, the Crysalys Foundation, the REACH Collaboration, Voice Northamptonshire, Volunteering Matters amongst many others.

Leicestershire

Post Sexual Abuse Pathway (PSAP) - Therapeutic services for Children and Young People who are the survivor of Sexual Abuse/Violence

TARGET –Targeting And Reducing Grooming, Exploitation and Trading of Children and Young People Online (sexual and criminal exploitation and abuse)

Lincolnshire

Post Sexual Abuse Pathway (PSAP) - Therapeutic services for Children and Young People who are the survivor of Sexual Abuse/Violence

Milton Keynes

Emergency Response – Anxiety support for young people affected by Covid-19

Rapid Response – A&E Crisis Prevention and Discharge Support

Sister Sister – Emotional wellbeing and mental health support for young women aged 16 to 25, particularly for those from BAME backgrounds and/or with experience of violence or insecure housing.

Youth Starz – Emotional wellbeing and mental health support for Children and Young People to develop confidence, resilience and transferrable life skills

NEW Services in 2021-2022

Northamptonshire

- **Espresso Yourself Wellingborough** – Wellbeing/Crisis Café for Young People
- **Happy Heads** will go countywide
- **I-will Young Entrepreneurs** – Youth Volunteering Scheme
- **Northamptonshire Support After Suicide Support Service**
- **OUT THERE Wellingborough** – LGBTQ+ Youth Group
- **Youth Court Solutions** – At Court Problem Solving Service

Milton Keynes

- **Stepping Stones** – Support for Young People transitioning from Mental Health Inpatient Services to Community Integration















WE ARE SAYING THANK YOU

TO OUR FUNDERS & SUPPORTERS

Thank you to everyone who helped us to pave the way to doubling the size and lasting impact of Service Six. Truthfully, we could not do this without you. On behalf of the Service Six Board of Trustees, the Service Six team and of course the children and young people we serve, a sincere thank you for being so generous and believing in the work we do.

ASDA Foundation
Barnardos
BBC Children In Need
Collingwood Lighting
Crown Court Commercial
David Laing Foundation
East Northamptonshire Council
East Northamptonshire Council Chairman
Easyfundraising
Garfield Weston Foundation
Goodwill Solutions
Hawkinge Activity and Adventure Centre
High Sheriff of Northamptonshire
JD Consultancy
Kidscape
Learning Without Limits Academy Trust
Lloyds Bank Foundation
Longhurst Group
Lord Lieutenant of Northamptonshire
Maud Elkington Charitable Trust
Milton Keynes Community Foundation
Morrison's Foundation & Community Champion
NHS Clinical Commissioning Group Northamptonshire
NHS Clinical Commissioning Group Milton Keynes
Northampton Rotary Club
Northamptonshire Children's Trust
Northamptonshire Community Foundation
Northamptonshire Health Foundation Trust NHFT
Northamptonshire Sport
North Northamptonshire Council
Nottingham University Hospital Trust
Place for People
Public Health Northamptonshire
Raunds Town Council
Raunds Mayoress
REACH Collaboration
Rushden Academy
Sainsbury's
Serenity
Southfield School for Girls
Stand Out Northamptonshire
Tesco Bags for Help
The Crysalys Foundation
The Duston School
The Faraway Children Charity
The National Lottery Community Fund
The Postcode Lottery
VCSE Health & Wellbeing Fund
Virgin Money London Marathon
Voice Northants
Wellingborough Borough Council
Wellingborough & District Nene Angling Club
Western Power Distribution
Youth Access

…. and a huge gratitude to all our individual Donors and Supporters and Community Partners for working with us to make a difference Children and Young People's Lives.

Our Response to Covid-19

The mental wellbeing of the children and young people we supported were continued to be affected by Covid-19, especially anxiety, loneliness and depression have worsened and particularly for those with pre-existing mental health problems and those living in poverty and care experienced children. It seemed that boredom, isolation, uncertainty, lack of control, lost education, further exclusion and anxiety about returning to school and the future in general continued to be factors for many young people during the Covid-19 pandemic. Remote schooling, an overload of screen time and limited access to outdoor play have also been reported as taking their toll on the wellbeing of our children. The consequences of Covid-19 are extreme hardship for low income families, with some feeling excluded, hungry, fearful and stigmatised or their relationships had become worse.

Service Six' immediate response to Covid-19 was our responsibility to protect our staff and clients. Therefore, we introduced home-working for our staff to reduce the footfall in our offices. We have moved our support services online, providing 1-2-1 and group support sessions via phone calls, What's App and ZOOM video amongst other secure platforms. Our counsellors and therapists undertook further training to be **fully qualified** in providing online counselling. Consequently, we were able to continue to provide easy accessible and free support to existing and new clients. For those who were not able to engage with us online and wanting to wait till we could go back to face to face sessions, we arranged weekly Wellbeing check-ins with them. We put a process in place if face-to-face rapid response was required for young people in crisis or at risk and they were seen at our Covid-secure office.

Furthermore, we provided weekly virtual group activities and youth clubs, drop-in sessions, extended our Helpline/text provision and utilised our social media channels to provide vital information, motivation, positivity and support. We also put together food parcels during the summer lockdown which were delivered to low income families and we did the same during the Christmas period, including Christmas presents for their children. It was wonderful to be part in spreading smiles during difficult times.

Service Six has been awarded with the Rose of Northamptonshire to recognise our outstanding contribution to the Northamptonshire response to the COVID-19 pandemic, launched by the Lord-Lieutenant and the High Sheriff of Northamptonshire and facilitated by Northamptonshire County Council.

We had no idea Service Six was considered for this award, so it came as a complete surprise.

We can only express our sincere thank you to the people who have nominated us. This is clearly a significant recognition of our work in supporting our local communities.

This award needs to be dedicated to all the staff at Service Six. Expressing our appreciation for their outstanding performance, superior dedication and positive attitude throughout this challenging time. They represent Service Six every day and are the true symbol of our achievements, they go the extra mile to make a difference in young people’s lives.

We could not have done this without them. Thank you



Rose of Northamptonshire Award

On behalf of the people of Northamptonshire

This certificate is awarded to

Service Six

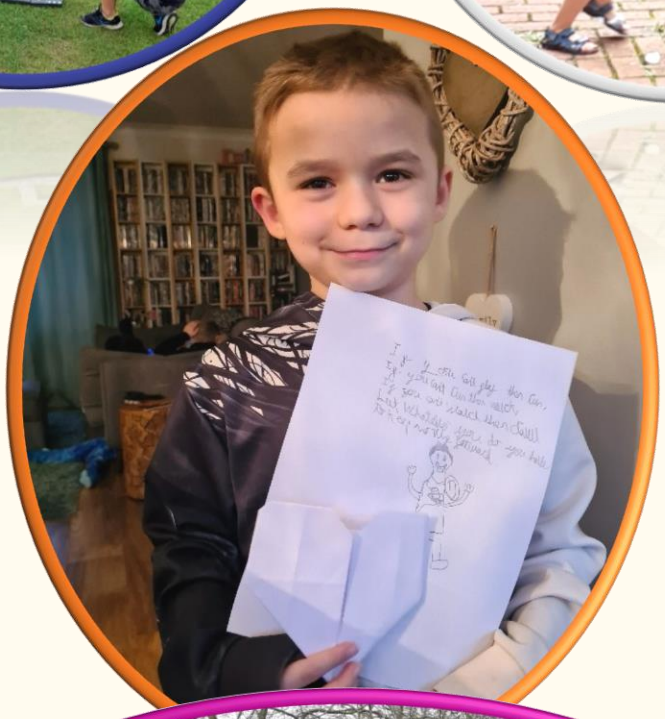
for your dedication to the safety of the community throughout the coronavirus pandemic.

Thank you.

James Saunders Watson Esq.	Theresa Grant	Paul Parsons Esq.
Lord-Lieutenant of Northamptonshire	Chief Executive of Northamptonshire County Council	High Sherriff of Northamptonshire









Individual Journeys through the pandemic

Mike Santoro - Counsellor

During lockdown in February and March 2021 I saw a female client aged 14. Initially we did phone sessions and it took several weeks before she felt confident and trusted me to progress to WhatsApp video calls.

The client was self-harming and felt "sad" because she was unable to be with friends. The client also had an issue with body image. She had reached a point where she didn't want to live anymore. The client even informed me that she was scared to be around herself.

The client's family was supportive and loving. She knew that she had to do something to change this situation and requested counselling.

During sessions the client worked on her self-esteem and confidence. She was able to recognise her positive attributes and began to like herself again. She worked on not letting others get to her. The client expressed an ability to speak to her family again regarding her feelings.

During her final session, the client reviewed her development and evaluated that she is still on the road to recovery and that there are **"more good days than bad days".** She expressed that she felt **"happy"** that she **"reached out"** when she did and that her life is **"getting better".**

Sharon Collins – Olympic Primary Academy

Just in case I don't speak to you again this academic year, can I thank you for all your help and support you have given us especially during the first lockdown. The support you provided was invaluable and I really appreciate it.

Parent, Claire

Thank you for everything. Your support has made such a difference to Jessica, and my sessions with Diane from En-fold are proving equally useful. We're also hoping to hear in the next week or so whether we've been able to secure funding for a second opinion re an autism diagnosis. Fingers crossed...
Take care,
Claire

Adult client

I am writing to you because I want to give a great big thank you. I can't say it loud enough. I am truly so grateful I got the chance to talk to someone and unburden myself of so many negative feelings, so much sadness, just so much locked up hurt. I've never had the chance or the trust before until I met you and talked to you. You allowed me to be heard with no judgment. You let me talk until I was all talked out and could breathe again. You helped me open all the doors in my head and cleaned my mind. I am really and truly so very grateful that I got that chance to talk someone that I felt truly cared about my life. So again I say THANK YOU and thank you for the great work you do.

Claire Barrett, mum to Jessie (17)

I'm so grateful to Pep and to Service Six for having had such a positive influence on my daughter's wellbeing. From the moment Jessie met Pep, she felt that he was someone she could connect with. Having been previously let down by other services and professionals, giving her trust was a big thing, and thankfully it was rewarded with a truly positive experience.

Unfortunately, halfway through the face-to-face sessions, the first lockdown hit. This was a massive blow for my daughter, as the progress she'd started to make with Pep was quickly undone. She doesn't cope well with change, so the suggestion that sessions could continue over the phone wasn't something she would consider initially.

The pandemic had a negative effect on her mental health, and her anxiety took over. She became afraid to leave the house, fearing that she – or her Dad who was shielding – would die if we stepped outside.

However, several weeks into lockdown, she decided that she would attempt to continue her sessions by phone, having recognised that she needed support. With Pep's reassurance, she managed to complete the sessions over the phone, whilst I sat in with her. During this time she learnt several new strategies to help her overcome negative thinking and identify self-harm triggers, some of which she still uses a year on.

A second referral led to a fresh opportunity for her to work with Pep again in early 2021. Whilst the hope was for this to be face to face, another national lockdown meant that this wasn't possible. This time, however, Jessie was able to speak to Pep over the phone on her own, giving her a far better opportunity to really open up and talk about her worries. She came off the phone each time almost bouncing and like a weight had been lifted.

Now, over two months on and she's having more good days than bad. She feels stronger, brighter about her future and has finally found her voice.

Pep's ability to understand, empathise and to make my daughter feel at ease was second to none. He always did what he promised, something that's quite rare in my experience. When the second referral drew to a close, Pep made enquiries on our behalf with another service that he thought would be able to assist. Those sessions with the charity En-Fold are ongoing and proving to be incredibly useful in untangling some of Jessie's other issues and the challenges that continue to face us as a family.

The support from Service Six has been a lifeline for Jessie. She's always just wanted to be heard, to have her feelings validated, and Pep did both... and more. His compassion, patience and gentle manner were a perfect match for Jessie, and to watch her recover some of her former glow and confidence has been so wonderful.

And knowing that Pep is only ever an email away should she need to check in with him gives such comfort to us both.



Sarah (20) - How I benefited from support sessions

A few months ago I was experiencing new triggers and I knew that I wanted to deal with them through the help of service six. I was so happy to receive a number of sessions with a support worker, Gemma. The triggers made me feel a variety of emotions that were the same for different situations however I focused on the obvious effects of a situation instead of the emotions I felt and how each emotion blended in with another. Gemma was very supportive and helped me to understand the important of managing my emotions so that I no longer let the triggers explode. I set myself a goal that by the end of the sessions I would be able to manage these emotions. During the course of the sessions I started to see things in new perspectives, situations that usually made me bite straight away were no longer doing that and it felt like suddenly I knew how to handle situations without crying or feeling super emotional. It wasn't until I told Gemma what I was experiencing that I realised... I was managing my emotions!! Fast forward 6 weeks, when I experience a trigger or I am in a situation that I don't agree with I have a conversation with myself to determine how I respond. I know how to take myself away to re-centre myself so that I don't cry, shout or get angry at something so small that does not need that reaction. I am beyond grateful that I had the help of these sessions not only can I see how far I have come, most importantly I can feel it within myself.

Thank you to Gemma and the people at Service Six for offering me support to love the person I have become.

Gemma Muscutt - Youth Specialist

I feel overwhelmed with job satisfaction and this message brought a tear to my eye also. I feel very fortunate to be able to be a part of our amazing service ☺


Our Play Therapist Becca received wonderful feedback from her 6 year old client and their mum. This makes it all worth while.
☺ Thank you ☺
Dear Becca
Thank you so much for helping [redacted] back from a pretty dark place. The change in her, having a safe space and person to play with, was almost instantaneous, and I feel like I have my happy little girl back.
I know from what [redacted] has said that she has thoroughly enjoyed her play with you and I'm sure she'll miss you too. Best wishes, [redacted]

Practitioner – Northamptonshire Children's Trust

Carers for K and N have both noted a change in the boys behaviours and their observations that post contact with yourself that they appear lighter. For N in particular he will be more spritely and smiley, a pattern that is witnessed following your sessions. N has said to me directly ***"I benefit and take on board advice….its helpful just to talk".***

Parent

Just a quick email to say thank you for persevering with J's sessions, I understand how difficult it is to communicate with, over video call - especially just the audio!

I am hoping the advice/ guidance you have discussed with him will help in future situations, and mostly at school. The past few weeks have been very hectic and would usually be more organised when it comes to the zoom meetings etc but have been into work more than usual and been preparing for a Family Court hearing tomorrow, so I apologise if things have been a bit last-minute.

Thanks for your help :)

Jasmin, 17

Going into lockdown was so difficult for everyone around the world, and I was also dealing with a recent bereavement of someone very important in my life. This was heart-breaking, and the whole situation took a huge toll on my mental health, I especially struggled with low mood and anxiety. But this time in lockdown also helped me come to the very important point of accepting that I needed help, and asking for it. That was one of the most difficult steps, but once I did the referral form and was paired with a therapist that was both understanding and helpful, it changed my life in some ways. Getting help, and learning coping strategies that worked for me; allowed me to live my life. Some of these coping strategies include ways to remember my loved one, and things to say to myself in moments where I feel overwhelmed. Before I was seen by service six I struggled even to get out of bed some days. But by the end of my sessions, I can now cope much better – and although there are still hard days; I can get through them and know that they will pass. I really think that anyone struggling should know that it does get better, and making that first referral, although it may seem hard, will really help you so much.

Freyja Montali – Youth Specialist and Counsellor

I created this image to reflect on the time spent in lockdown and the events (and non-events) of the last year or so. We've all had good days and bad days, but I think that as a service we can all be proud that we have continued to do our best to support our clients throughout; even when our own worlds became a very uncertain place too. I included in this image my initial plan for the piece that I came up with on a little white post-it note. It's not that easy to see, but much like our experiences of lockdown and the virus in general, my image did not turn out as I had planned or expected. Instead it ended up being a slightly chaotic jumble of experiences and feelings. The tangled path of the string through my image reflecting the winding and looping path we as a nation took through the pandemic, with no real idea of where it might go next.

I feel like COVID brought personal and professional lives closer together. As the office was locked up, we opened our laptops and through the magic of zoom brought our colleagues and our clients into our homes. As a therapist I found it particularly challenging to have the usual safe boundaries and frames of my therapeutic practice broken. The firm walls that we use to contain our work, our sessions and our clients felt distinctly more shaky. I think if we're all being honest, most of us did not want to do our sessions through zoom. It wasn't always easy to navigate, and it felt a bit unboundaried and uncontained. Even harder if the client would only talk on the phone; all the usual visual cues that we would use, and the body language and gestures we would show were suddenly not adequate enough to convey meaning; it was so much harder to be a physical presence and witness to their distress. But still we tried, and like most things, it got easier over time. In a way, lockdown did us a favour as it pushed us to utilise other communication and therapeutic delivery methods that we would not ordinarily have done. It broadened our scope and enabled us to reach young people in a different way. Of course on the flip side, there are the young people that don't have the suitable technology or a safe and quiet space within their homes to have a session, and that can often be a problem. It may have felt like a big jump and a scary prospect at first, but now, it's so nice that we can work either face to face or remotely depending on the client. Moving to online delivery meant reassessing our therapeutic boundaries and frames, and the breaking and rebuilding of these boundaries is something I thought about a lot as I was creating this.

As a somewhat introverted person, I quite liked there being no pressure to go out and see people. Home was comfortable and safe, going back out in the world was not. This actually reflected what many clients would say to me as well. Initially, the majority of the clients I was allocated did not want to have sessions. For some this was due to not feeling comfortable enough to do it at home, but for others no longer having the stress of school and seeing people actually had a really positive impact on them; anxieties reduced and moods improved. This didn't last though, and the amount of young people wanting to engage in sessions did increase again; particularly when they started realising that this wasn't ending any time soon, and when the threat of returning to school came up.

I often heard people saying that they were bored or fed up, but I spent a lot of time being creative and making art so didn't really have this problem. I managed to completely fill a sketchbook from start to finish with not a single removed page or blank space. Usually I have a few sketchbooks on the go at once, forget about them and start other ones. But during lockdown I was able to focus on that one book and channel a lot of my energy into it (along with my usual chaos of other art projects). The images that you can see in this piece are parts that I have copied from that sketchbook. That sketchbook and my other art projects became my containment and my space to both play and process.

Of course there was loss too. Everyone has suffered loss in some way during this time, even if it was the loss of freedom to walk around with your face uncovered. We missed out on time spent with family, we missed funerals and we missed weddings. We lost the usual sense of safety. Initially it was hard to imagine coronavirus actually making it to the UK, let alone the destruction it caused. But arrive here it did, and that's when we all stood still. We pressed pause on our world and on our lives. That first day felt a bit like a snow day at school – a little bit exciting, and kind of cosy staying in and safe from what was out there. It wasn't really until we started hearing about friends and colleagues getting the virus that it seemed more real.

What could we do but just carry on? We adapted to our ‘new normal’ in these ‘unprecedented times’… which involved, unfortunately, hearing those phrases every single time a politician or journalist opened their mouths! Staying at home did become normal though, and actually I felt a little resentful when I had to start leaving the house and going in to work. I had adapted and I didn’t really want to have to adapt again. For the most part I was happy to stay at home, creating art, playing music, experimenting with resin, clay and plaster, and spending time with my partner and cats, but I know that it wasn’t that simple for many people.

I really enjoyed creating this piece and had considered filling the frame with a layer of clear resin to lock the experience in time and place, but actually from a personal point of view, I love artwork that is tactile and perhaps a little messy. With layers and bumps and different textures. I like that the journey of the string through the image can be followed with your finger, mimicking the ups and downs and twists and turns of our COVID journey.



Pep – Youth Specialist

As for everyone, the past year has presented many challenges, both in home and work life.

The initial lockdown threw us into making major changes to our working routines and approach. This initially made me feel a little bit outside my comfort zone, especially in regards to potentially delivering sessions over video, something I had not done or had knowledge about how to do. We also had to call parents and young people to offer different ways of support. This again in the first lockdown was difficult for a lot of young people to adjust as using the phone or video was an unknown to them.

On a personal level, the biggest thing I struggled with through this time was not being around my team on a regular basis. I find that seeing the teams in the office really helps my wellbeing and is a big help to me and my work.

As time went on however things quickly adapted. The youth team kept in regular communication via phone calls and zooms, including from our manager throughout. This kept us all going as the support we give each other normally was still there, just in new ways. We included time within our online meetings for not talking about work and often playing games.

To keep myself going and to stay in a positive mind set I made sure daily walks were part of my day and having things planned to do with my family such as cooking or movie nights. I also was able to start reading a lot more.

Coming out of lockdowns has opened up ways we can support young people. We experienced in the past young people to anxious to attend face to face sessions so being able to offer these different ways has made the services we offer more accessible.

Overall despite the many things we faced I believe as an organisation and as an individual support was given in the best possible ways to many young people at a time when it was really needed. A lot of young people had lost the safety of a school environment or teachers they felt they could talk to daily so it was vital they had something. Many young people ended up out of routines a feeling trapped at home but having someone to talk to offered ways to deal with the situations they faced.

Tony – Youth Specialist

For me personally there was a period of adjustment and elements of anxiety in March 2020 just before we went into the first Lockdown. I was frightened at times and I was not sure of how things would be. I was worried for my family, friends and work colleagues.

The support from the team at Service Six has been amazing in the way that everyone has been open, honest and so supportive in helping to lessen my anxiety with COVID 19.

The way as a service that we have all adapted and been open to change has been on reflection truly amazing in how everyone has adapted to meet the needs of our clients. The way that we have all adjusted to using new technology, zoom and Whatsapp to engage and provide a link of communication and support is a testament to the dedication and adaptability of the team who all have our clients at the centre of our work. The use of technology has been interesting in the way that this is the young people's world and I was entering some of the ways that they communicate which in turn has given me an insight and a new a flexible way of working and this also gives our service another avenue of support for our clients.

I initially did not like working remotely, as I missed my work colleagues, driving, seeing other professionals and the variety of each day. When we were about to return to the office, I did panic as I had adapted and got used to working from home but I did quickly adapt.

All my clients adapted really well and when seeing each other face to face it was interesting in as much as for some it was from telephone to seeing them face to face and so this was the first time that we had seen each other.

I made sure that I checked in with my friends and family on the telephone, I took my dog who has been the best for me over this period as he always is and I thank him every day for making me smile.

This pandemic has shown that we can adapt and change and it has highlighted at times the best in people and as I have said work has also been an anchor of support for me with such a caring and supportive team.

F, 16 – TARGET Client



F was referred to TARGET from RISE (Reduction in incidents of Sexual Exploitation). F had been involved in CSE at an exploitation level both offline and online. She was a care experienced child after having been removed from home under a full care order. The year that TARGET worked with F she was recorded as a missing person 70+ times.

F was extremely reluctant to engage with any support and to date had refused to engage with any of the professionals who she had been referred to for work. Claire from TARGET took the referral and set about communication with F to set up meetings. F's initial attitude was that she didn't need any support and was extremely abrasive when communicating with her. She would end calls abruptly and when she did speak she was often intoxicated.

F's existing placement at this point was away from home and this contributed the frequency of her missing episodes as she was drawn back to the area she grew up in as her boyfriend was there. Boyfriend was a negative influence and was another element of F's life that was disruptive and destructive. F's health was an issue also as she was not home for meals etc and was drinking and smoking.

Eventually with some persistence from Claire, F agreed that we could talk on the phone, this went on for a couple of weeks then we agreed that Claire would visit her at placement. The aim was to stabilise F enough for her to come into the S6 building for sessions. F needed a safe neutral space for her to vent and discuss problems and issues that affected her life so completely.

The sessions went ahead and F's missing episodes had drastically improved when the sensible decision to move her closer to home which meant that she was sleeping at her placement in her bed every night, she could still see her boyfriend and could check on younger siblings. Although not plain sailing F did attend the sessions with Claire, there was a lot of listening ear work with F with no firm agenda other than for her to agree to counselling sessions.

Eventually F agreed that she needed some counselling, she recognised how things in her life were so turbulent and she needed to learn how to cope. From when she was referred the reports on F's success were great there were good day's and bad days the missing episodes were greatly reduced and rather than being out all night she was coming home later but coming home.

F took her first counselling session at S6 and attended a few sessions. This was a great achievement for F she was extremely cautious about who she would speak to and who she would place any trust in. She spoke about some extremely difficult feelings and situations during her time with us at Service 6. F has recently had some difficulties and has requested support from Claire again to help stabilise her and give her that space to talk.

We are very proud to have maintained our Service Accreditation with the British Association for Counselling and Psychotherapy, which is a recognition of Service Six' providing an accountable, ethical, professional and responsive service to our clients, staff, volunteers and stakeholders.



bacp | counselling changes lives

Accreditation Certificate

This is to certify that

Service Six

Service Six Therapeutic Services

On the

04 December 2014

Was granted the status of

BACP Accredited Service

Accreditation continues until: (Unless criteria cease to be met)	03 December 2024
Reference number:	00109567

Fiona Ballantine Dykes
Chief Professional Standards Officer

Accredited status continues only if renewed annually.
This certificate remains the property of BACP.
Any alteration renders this certificate void.
Company Limited by Guarantee 2175320.
Registered in England and Wales. Registered Charity 298361.

British Association for Counselling and Psychotherapy
15 St John's Business Park
Lutterworth LE17 9EN
bacp@bacp.co.uk
Call 01455 883300
www.bacp.co.uk

TRUSTEE'S REPORT

The Trustees are pleased to present their report and the financial statements for the year ended 31st March 2021, which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

Objectives and Activities

The charity's purpose as set out in the objects contained in the company's Memorandum of Association are to:

Provide advice and support to the children, youth, families and communities of Northamptonshire and surrounding area through the provision of counselling services, group work and educational workshops, conferences and information campaigns relating to youth issues and sexual health issues.

Structure, Governance and Management

Governing Document

The organisation is a charitable company limited by guarantee, incorporated on 4th November 2008 and registered as a charity on 5th November 2009. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. The company formerly operated as an unincorporated registered charity registered in 1979.

Recruitment and Appointment of Trustees & Key Personnel

Trustees of Service Six are recruited and appointed in accordance with the Recruiting Trustees & Personnel Policy and associated Succession Planning processes. The organisation seeks to increase trustee numbers with additional or specialist skills and abilities to add to the existing range of expertise of the Board of Trustees and in accordance with the regulations of the Charity Commission of England & Wales and Companies House. Key management personnel remuneration is set by the Trustees using data from the benchmarking of similar sized charities with personnel holding comparable responsibilities, this is reviewed annually by the HR committee.

Trustee Induction and Training

The Trustees have developed a Recruiting Trustee & Personnel Policy, associated Succession Planning processes and a Board Improvement Plan within the organisation which includes the recruitment, induction and training of Trustees.

Organisational Structure

The organisational structure is outlined within an approved set of Standing Orders which clearly define the duties and powers of the Board of Trustees, Directors and Executive personnel. The Standing Orders outlines appropriately approved delegated powers and authorisation available to the Chief Executive with regards to company finance, personnel and associated processes.

Related Parties

Related party transactions are detailed in note 18. The company does not have any related parties in respect of larger umbrella, affiliated or associated companies or organisations. Service Six is a member of: the British Association of Counselling & Psychotherapy, Youth Access, National Youth Agency, Northamptonshire Chamber, Association of Chief Executives of Voluntary Organisations, Positive Pathway Alliance, Commsortia Northamptonshire, the National Council for Voluntary Organisations and the REACH Collaboration. Service Six works with a wide range of corporate, statutory and voluntary sector organisations which are mentioned throughout this report

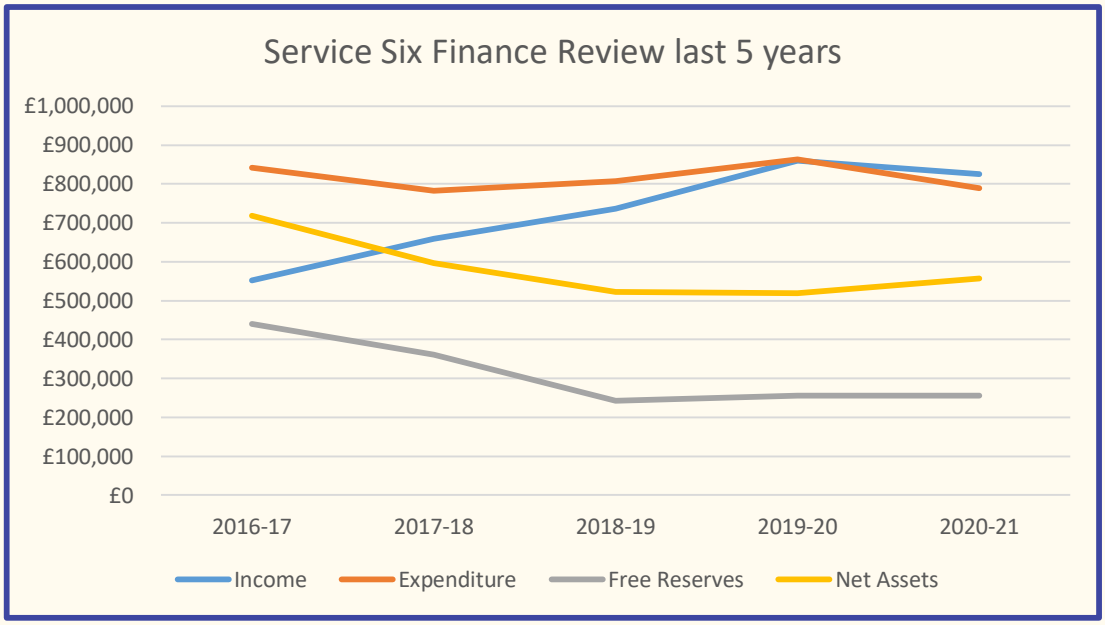
Risk Management

The Trustees of Service Six undertake regular risk assessment processes in consultation with the Chief Executive. The main risk highlighted within 2020-2021 were the unprecedented challenges of the Covid-19 pandamic and full lockdown in March and December 2020 which could have had a significant impact on income and service delivery. The charity's commitment and actions towards making a positive difference alongside our robust reserve policy and extensive risk assessments ensured that the risk has been

mitigated, investing sufficient resources in to moving our practice online to continue performing essential services to meet the needs of our beneficaries whilst maintaining all personnel with the skills to manage administrative and income generating activities.

Financial Review

During the year total income decreased to £825,820 a 4% decrease on 2020, but still resulting in a surplus in the year of £36,714. Total funds carried forward at the balance sheet date are £558,910 of which £120,655 is restricted funds.



Reserves Policy

At 31st March 2021 the free reserves balance stood at £436,310 where free reserves are calculated as general unrestricted fund, less illiquid fixed assets. After accouting for designated funds, the free reserves stand at £254,410. It is the charity's policy to hold total reserves equivalent to six month's running costs so the charity is meeting its policy. Income and expenditure levels are regularly and closely monitored as part of the charity's budgetary processes.

£150,000 are designated for redundancy provison (£90,000) and the charity's obligation for ethical completion of therapeutic provision (£60,000) and therefore not available for the general purposes of the charity at the end of the reporting period. Redundancy payments are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, and the obligation can be measured reliably. Redundancy is accounted for on an accruals basis. The amount identified for the charity's therapeutic service obligations is an estimate of the outlay required to complete any therapeutic service obligations should the charity cease to operate.

Any other funds are designated to provide a range of needs led services to meet the charities objectives and respond to beneficiaries impacted by the reduction in statutory services and the Covid-19 pandemic. The effectiveness of the policy reviewed in the light of the changing funding, financial climate and other risks and appropriate actions will be taken to bring reserves in line with this policy.

Public Benefit Statement

The Trustees of Service Six have complied with their duty to have due regard to the guidance on public benefit published by the Charity Commission of England & Wales in exercising their powers and duties. The main activities undertaken to further Service Six' purpose for the public benefit are in relation to advancing mental health and wellbeing, promoting community interests, assisiting the young and advancing education.

Principal Funding Sources

The principal funding sources and how expenses have supported the key objectives of the charity for the year are detailed within this report and the financial statement.

Responsibilities of the Trustees

The Trustees, who are also directors of the charity for the purpose of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31st March 2021.

The Trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

Company law required the Trustees to prepare financial statements for each financial year which 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 expenditures, 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 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 inapprorpiate to presume that the charitable company will continue in operation.

The Trustees are responsible for keeping proper accounting records that 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, the Charities Act 2011 and the Charity (Accounts and Reports) Regulations 2008.

They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

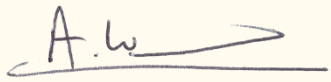
Statement of Disclosure to Auditors

In so far the Trustees are aware:

- There is no relevant audit information of which the charitable company's auditor is unaware; and
- The Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

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

Signed by order of the Trustees



Andrea Wood (Chairperson)
Date: 13th September 2021



REPORT OF THE INDEPENDENT AUDITORS TO THE TRSUTEES OF SERVICE SIX

Opinion

We have audited the financial statements of Service Six (the 'charitable company') for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Statement of Financial Position, the 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 (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 Auditors' 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 charitable company'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 trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

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.

In connection with our audit of the financial statements, 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.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- the information given in the Report of the Trustees is inconsistent in any material respect with the financial statements; or
- the charitable company has not kept adequate accounting records; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, 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.

Our responsibilities for the audit of the financial statements

We have been appointed as auditors under Section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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 a Report of the Independent Auditors 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.

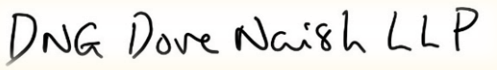
Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

We considered the opportunities and incentives that may exist within the charity for fraud and identified the greatest potential for fraud in the following areas: timing of recognition of income, posting of unusual journals along with complex transactions and manipulating the Charity's key performance indicators to meet targets. We discussed these risks with client management, designed audit procedures to test the timing of income, tested a sample of journals to confirm they were appropriate and reviewed areas of judgement for indicators of management bias to address these risks.

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

Use of our report

This report is made solely to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's trustees those matters we are required to state to them in an auditors' 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 trustees as a body, for our audit work, for this report, or for the opinions we have formed.



for and on behalf of DNG Dove Naish LLP, Statutory Auditor
Eligible to act as an auditor in terms of Section 1212 of the Companies Act 2006
Eagle House
28 Billing Road
Northampton
Northamptonshire
NN1 5AJ

Date: 14 September 2021

SERVICE SIX

FOR THE YEAR ENDED 31 MARCH 2021

STATEMENT OF FINANCIAL ACTIVITIES

(incorporating an income and expenditure account)

	Note	Unrestricted Funds	Restricted Funds	Total 2021	Total 2020
		£	£	£	£
Income and endowments from					
Donations and legacies	**1**	60,615	-	60,615	17,018
Income from Investments	**2**	6,334	-	6,334	6,624
Incoming resources from Charitable activities					
Income from Charitable activities	**3**	467,739	291,132	758,871	836,917
Total income and endowments		534,688	291,132	825,820	860,559
Expenditure on					
Charitable activities	**4**	502,058	287,048	789,106	863,276
Total expenditure on Charitable activities		502,058	287,048	789,106	863,276
Net income/(expenditure) for the year		32,630	4,084	36,714	(2,717)
Balances brought forward at 1 April 2020		405,625	116,571	522,196	524,913
Balances carried forward at 31 March 2021		438,255	120,655	558,910	522,196

The company has no recognised gains or losses other than those included in the surplus above.

SERVICE SIX

STATEMENT OF FINANCIAL POSITION AS AT 31 MARCH 2021

Registered Company Number 06740611

Registered Charity Number 1132490

	Note	Unrestricted Funds	Restricted Funds	Total 2021	Total 2020
		£	£	£	£
Fixed Assets					
Office furniture	**8**	1	-	1	1
Computer equipment	**8**	1,944	-	1,944	2,902
Total Fixed Assets		1,945	-	1,945	2,903
Current Assets					
Debtors and prepayments	**9**	202,091	2,987	205,078	24,848
Cash at bank and in hand		586,735	168,331	755,066	659,693
		788,826	171,318	960,144	684,541
Creditors: amounts falling due within one year	**10**	(352,516)	(50,663)	(403,179)	(165,248)
Net current assets		436,310	120,655	556,965	519,293
Total assets less current liabilities		438,255	120,655	558,910	522,196
Funds					
Unrestricted funds:	**12**				
Designated funds				181,900	150,000
General unrestricted funds				256,355	255,625
Restricted funds	**11**			120,655	116,571
				558,910	522,196

STATEMENT OF FINANCIAL POSITION AS AT 31 MARCH 2021 (Continued)

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2021.

The members have not deposited notice, pursuant to Section 476 of the Companies Act 2006 requiring an audit of these financial statements.

The trustees acknowledge their responsibilities for

(a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and

(b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been audited under the requirements of Section 144 of the Charities Act 2011.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to charitable small companies.

The financial statements were approved by the Board of Trustees and were signed on its behalf by:



..... …13th September 2021..

A Wood (Chair, Board of Trustees) Date

Trustee

SERVICE SIX

FOR THE YEAR ENDED AT 31 MARCH 2021

STATEMENT OF CASH FLOWS

	Note	Total 2021 £	Total 2020 £
Cash generated from/(used in) operating activities	**13**	89,039	83,118
Cash flows from investing activities			
Interest income		6,334	6,624
Purchase of tangible fixed assets		-	(1,168)
Cash provided by investing activities		6,334	5,456
Increase/(decrease) in cash and cash equivalents in the year		95,373	88,574
Cash and cash equivalents at the beginning of the year		659,693	571,119
Total cash and cash equivalents at the end of the year	**14**	**755,066**	**659,693**

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)'. Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Service Six is an incorporated charity, registered in England and Wales. The charity's number and registered office address can be found on the Company Information page,

Company status

The charity is a company limited by guarantee. The members of the company are the trustees named on page 5. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £10 per member of the charity.

Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income and gains are allocated to the appropriate fund.

Incoming resources

All incoming resources are included in the SOFA when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

No amounts are included in the financial statements for services donated by volunteers.

Government grant income has been included and recognised within the SOFA as it is received and due to the charity

Resources expended

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with use of the resources.

Fund raising costs are those incurred in seeking voluntary contributions and do not include the costs of disseminating information in support of the charitable activities. Support costs are those costs incurred directly in support of expenditure on the objects of the charity and include project management carried out at Headquarters.

ACCOUNTING POLICIES (continued)

Tangible fixed assets and depreciation

Tangible fixed assets costing more than £1,000 are capitalised and included at cost including any incidental expenses of acquisition. Depreciation is charged at 33% per annum on cost of the asset using the straight line method. Smaller items are treated as an expense in the year of acquisition.

Fixed assets are stated at cost less accumulated depreciation and accumulated impairment losses. Where parts of an item pf property, plant and equipment have different useful lives they are accounted for as separate items of property, plant and equipment.

Depreciation methods, useful lives and residual values are reviewed at each balance sheet date. The selection of these residual values and estimated lives requires the exercise of judgement. The directors are required to assess whether there is an indication of impairment to the carrying value of assets. In making that assessment, judgements are made in estimating value in use. The directors consider that the individual carrying values of assets are supportable by their value in use.

Pension costs

The company operates a defined contribution scheme for the benefit of its employees. The costs of contributions are written off against profits in the year they are payable.

Financial instruments

Cash and cash equivalents in the balance sheet comprise cash at banks and in hand and short term deposits with an original maturity date of three months or less.

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in the statement of comprehensive income under administrative expenses.

Financial liabilities and equity instruments are classified according to the substance of the contractual arrangements entered into. An equity instrument is any contract that evidences a residual interest in the assets of the entity after deducting all of its financial liabilities.

Where the contractual obligations of financial instruments are equivalent to a similar debt instrument, those financial instruments are classed as financial liabilities. Financial liabilities are presented as such in the balance sheet. Finance costs and gains or losses relating to financial liabilities are included in the profit and loss account. Finance costs are calculated so as to produce a constant rate of return on the outstanding liability.

Significant judgements and estimates

The preparation of financial statements requires the use of certain critical accounting estimates. It also requires management to exercise its judgement in the process of applying the company accounting policies. The areas involving a higher degree of judgement or complexity, or areas where assumptions and estimates are significant to the financial statements are disclosed within the individual accounting policies above.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Going Concern

The Trustees have considered a period of 12 months from the date of approval of these financial statements and have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus they continue to adopt the going concern basis of accounting in preparing the financial statements.

1. Income from Donations and Legacies

	2021	2020
	£	£
Grants	45,000	-
Gifts	15,615	17,018
Total Donations and Legacies	60,615	17,018

All income from gifts and grants are unrestricted. The Charity benefits from the involvement and support of volunteers, details of which are given in the annual report. In accordance with FRS 102 and the Charities SORP (FRS 102) the economic contribution of general volunteers is not recognised in the accounts.

2. Investment Income

All of the charity's investment income of £6,334 (2020 - £6,624) arises from money held in interest bearing deposit accounts.

3. Income from Charitable Activities

All income is derived from contractual services.

	2021	2020
Unrestricted funds	£	£
NHFT PSAP	160,000	160,000
NHS – Nene CCG	113,247	145,101
VOICE – Child ISVA	31,194	31,000
Commissioned Services	27,127	41,553
NHS - Lincolnshire	22,271	-
East Northamptonshire Council	20,000	20,000
Youth Works	18,292	18,292
MKCFT	14,840	4,979
Big Lottery Fund	12,900	.
Barnardos	11,733	-
NHS – Waiting List Initiative	10,950	43,785

NHS – Rapid Response	9,375	5,625
Places 4 People	4,719	10,829
NHS – Milton Keynes	4,314	-
NCFT	3,800	13,550
Stand Out Northamptonshire	2,615	-
MHSDS	1,840	-
Lloyds Foundation	1,500	11,500
Wellingborough Borough Council	1,462	-
VCSE	1,200	14,227
Ministry of Justice	810	-
Western Power	750	-
Wellingborough CSP	175	2,000
Key Training	(7,375)	11,045
NCC – Sport Satellite & 1-1 Support	-	29,358
Training	-	8,012
Wellingborough Homes	-	3,795
Orbit Housing	-	2,940
	467,739	577,591

	2021	2020
Restricted Funds	**£**	**£**
Big Lottery Fund - TARGET	130,773	133,088
Big Lottery Fund – Milton Keynes	112,350	68,789
Children In Need – OPAL project	32,103	31,407
ESIF Goodwill Solutions	13,606	24,782
ESIF Commsortia	-	1,260
BBC CIN – Booklets	2,300	-
	291,132	259,326
Total Income from Charitable Activities	758,871	836,917

4. Resources Expended

	Unrestricted Funds	Restricted Funds	Total 2021	Total 2020
Charitable activities	**£**	**£**	**£**	**£**
Staff wages	91,431	192,823	284,254	290,632
Employer costs	1,141	16,701	17,842	17,893
Pension costs	11,129	10,625	21,754	16,051
Sessional staff	179,021	3,824	182,842	240,381
Rent	2,222	2,111	4,333	4,712
Service resources	2,240	62	2,302	316
Volunteer travel expenses	-	-	-	185
Support staff travel expenses	580	2,216	2,796	14,870
Sessional staff travel expenses	790	-	790	2,936
Young people's - travel expenses	-	8	8	680
- activities	-	43	43	4,132
- rent	23	0	23	558
- expenses other	1,092	-	1,092	-
- refreshments	317	14	331	4,295
Events	-	-	-	(200)
Mobile phone expenses	6,024	5,953	11,977	10,969
Subscriptions	6,081	3,113	9,194	2,342
Legal and professional fees	2,027	341	2,368	1,120
Training and supervision	23,289	10,715	34,004	36,673
Publicity and marketing	132	94	226	8,867
Application development	-	-	-	2,450
Sundry expenses	738	34	772	4,115
	328,277	248,678	576,954	663,977

Support costs allocated to Charitable activities:	**Unrestricted Funds £**	**Restricted Funds £**	**Total 2021 £**	**Total 2020 £**
Heat, light and water rates	2,278	1,139	3,417	1,909
Repairs and maintenance	7,058	16,290	23,348	2,525
Staff wages	109,590	-	109,590	93,922
Employer costs	10,335	-	10,335	9,389
Pension costs	6,572	-	6,572	5,635
Staff recruitment costs	360	-	360	-
Staff travel expenses	1,028	-	1,028	2,335
Telephone and internet	1,643	2,443	4,086	3,737
Insurance	4,915	465	5,380	983
Postage and stationery	1,173	1,239	2,412	5,323
Capital expenditure	7,134	4,980	12,114	7,720
Computer running costs	10,867	9,959	20,826	21,650
Sundry expenses	54	116	170	3,398
Legal and professional fees (including Governance)	8,461	1,739	10,200	37,540
Lease costs	842	-	842	1,231
Depreciation	958	-	958	1,428
Bank charges	513	-	513	574
	173,781	38,371	212,152	199,299
Total expenditure on Charitable activities	502,058	287,048	789,106	863,276

5. Governance Costs

The following costs are included in 'Legal and professional fees' in note 2

	2021	2020
	£	£
Auditor's remuneration for audit work	4,180	7,040
Accounting and other professional fees	-	1,326
	4,180	8,366

6. Staff Costs and Trustees' Remuneration

	2021	2020
	£	£
Wages and salaries	393,844	384,554
Social security costs	28,177	27,282
Pension costs	28,326	21,686
	450,347	433,522

The average monthly number of employees was 19 (2020 -19).

No employee received remuneration amounting to more than £60,000 in either year.

The key management personnel of the charity comprise the Trustees and the Chief Executive Officer. The total employment benefits of the key management personnel of the charity were £59,491 (2020 - £56,804)

No trustees received any remuneration or expenses in the year. (2020 – two Trustees reimbursed travel expenses of £185).

7. Comparative statement of financial activities

	Unrestricted funds	Restricted funds	Total 2020
	£	£	£
Income and endowments from			
Donations and legacies	17,018	-	17,018
Income from investments	6,624	-	6,624
Incoming resources from charitable activities			
Income from charitable activities	577,591	259,326	836,917
Total income and endowments	**601,233**	**259,326**	**860,559**
Expenditure on			
Charitable activities	586,666	276,610	863,276
Total expenditure on charitable activities	**586,666**	**276,610**	**863,276**
Net income/(expenditure) for the year	14,567	(17,284)	(2,717)
Balances brought forward at 1 April 2019	391,058	133,855	524,913
Balances carried forward at 31 March 2020	**405,625**	**116,571**	**522,196**

8. Fixed Assets

	Office Furniture	Computer Equipment	Total
Cost	£	£	£
At 1 April 2020	5,977	64,274	70,251
Additions	-	-	-
At 31 March 2021	**5,977**	**64,274**	**70,251**

Depreciation			
At 1 April 2020	5,976	61,372	67,348
Charge for year	-	958	958
At 31 March 2021	**5,976**	**62,330**	**68,306**
Net Book Value as at 31 March 2021	**1**	**1,944**	**1,945**
Net Book Value as at 31 March 2020	**1**	**2,902**	**2,903**

9. Debtors	**2021**		**2020**	
	£	**£**	**£**	**£**
	Unrestricted	**Restricted**	**Unrestricted**	**Restricted**
Trade Debtors	189,323	-	6,889	3,137
Prepayments and accrued income	12,768	2,987	14,706	116
	202,091	2,987	21,595	3,253

10. Creditors: amounts due less than one year	**2021**		**2020**	
	£	**£**	**£**	**£**
	Unrestricted	**Restricted**	**Unrestricted**	**Restricted**
Trade creditors	22,997	-	33,087	-
PAYE and NIC	9,430	-	7,255	-
Accruals	28,847	13,975	12,678	369
Deferred income	291,242	36,688	75,171	36,688
	352,516	50,663	128,191	37,057

The deferred income relates to contracted services that have not yet been provided.

Movement in deferred income:	**£**	**£**
	Unrestricted	**Restricted**
Balance as at 1 April 2020	75,171	36,688
Released to SOFA in year	30,311	-
Amount deferred during year	246,382	-
Balance as at 31 March 2021	291,242	36,688

11. Restricted funds

The funds of the charity included restricted funds comprising the following incoming resources, expenditure and unexpended balances of donations and grants held on trusts to be applied for specific purposes.

Movement in restricted funds 2021

	At 1 April 2020 £	Incoming resources £	Expenditure £	At 31 March 2021 £
Big Lottery Fund Milton Keynes Youth Starz	55,790	112,350	120,027	48,113
Big Lottery Fund TARGET	52,671	130,773	126,071	57,373
ESIF WRAP Goodwill Solutions	-	13,606	12,435	1,171
Children in Need OPAL Project	8,110	32,103	28,515	11,698
BBC Children in Need booklet	-	2,300	.	2,300
	116,571	291,132	287,048	120,655

Movement in restricted funds 2020

	At 1 April 2019 £	Incoming resources £	Expenditure £	At 31 March 2020 £
Big Lottery Fund Milton Keynes Youth Starz	61,517	68,789	74,516	55,790
Big Lottery Fund TARGET	60,356	133,088	140,773	52,671
ESIF WRAP Goodwill Solutions	2,982	24,782	27,764	-
ESIF WRAP Commsortia	2,722	1,260	3,982	-
Children in Need OPAL Project	6,278	31,407	29,575	8,110
	133,855	259,326	276,610	116,571

The three-year Big Lottery Fund Milton Keynes project offers services to disadvantaged young people; to address and develop transferable life skills and provide healthy positive activities in the Milton Keynes area.

The three-year Big Lottery Fund TARGET project's aim is Targeting and Reducing Grooming, Exploitation and Trading of children and young people online across Northamptonshire and Leicestershire.

The ESIF WRAP Goodwill Solutions and Commsortia projects offer a work readiness program for people 16 and over not in education, employment or training offering a wraparound support package to help develop potential and achieve goals in the Northamptonshire area.

The three year Children in Need OPAL project aims to support young people to reduce self-harming and anxiety behaviours in the Northamptonshire area.

The one off BBC Children in Need booklet is funding to create and produce a self-help book for young self-harmers.

12. Unrestricted funds

	Movement in Unrestricted Funds 2021				
	At 1 April 2020	**Incoming resources**	**Resources expended**	**Transfers**	**At 31 March 2021**
	£	**£**	**£**	**£**	**£**
General Fund	255,625	534,688	502,058	(31,900)	256,355
Therapeutic Service Obligations	60,000	-	-	-	60,000
Redundancy Provision	90,000	-	-	-	90,000
Donation core costs	-	-	-	25,000	25,000
Building refurbishment	-	-	-	4,000	4,000
COVID response MK	-	-	-	2,900	2,900
	405,625	534,688	502,058	-	438,255

The therapeutic service obligations and redundancy provision funds are explained in the Reserves Policy in the Trustee report.

The donation for core costs fund was received in February 2021 and will be used during the next financial year.

The building refurbishment fund are monies that have been set aside for cleaning in the Wellingborough office next year, in line with Covid-19 guidance to provide a Covid-secure working environment.

The Covid-response MK fund are monies received for exceptional costs that will be incurred, including equipment and deep cleaning in Milton Keynes office.

	Movement in Unrestricted Funds 2020				
	At 1 April 2019	**Incoming resources**	**Resources expended**	**Transfers**	**At 31 March 2020**
	£	**£**	**£**	**£**	**£**
General Fund	241,058	601,233	586,666	-	255,625
Therapeutic Service Obligations	60,000	-	-	-	60,000
Redundancy Provision	90,000	-	-	-	90,000
	391,058	601,233	586,666	-	405,625

13. Reconciliation of net movement in funds to net cash flow from operating activities

	2021	**2020**
	£	**£**
Net movement in funds	36,714	(2,717)
Add back depreciation charge	958	1,428
Deduct interest income shown in investing activities	(6,334)	(6,624)
Decrease/(increase) in debtors	(180,230)	39,271
(Decrease)/Increase in creditors	237,931	51,790
Net cash generated from operating activities	89,039	83,118

14. Analysis of cash and cash equivalents

	2021	2020
	£	£
Cash in hand:	232,511	143,589
Notice deposits (less than 3 months)	522,555	516,104
Total cash and cash equivalents	755,066	659,693

15. Called up share capital

The company is limited by guarantee and does not have any issued share capital. Every member of the company undertakes to contribute to the assets of the company (should this be wound up during membership or within one year after ceasing to be a member), for payment of debts and liabilities of the company contracted before ceasing to be a member. The contribution payable is limited to a sum not exceeding £10.

16. Contingent liabilities and capital commitments

The company had no contingent liabilities or capital commitments at 31 March 2021 or 31 March 2020

17. Leasing Commitments

Total future minimum lease payments under non-cancellable operating leases are as follows:

	Land and Buildings	
	2021	2020
	£	£
Within 1 year	4,324	4,324
In 1-5 years	-	-
Over 5 years	-	-
	4,324	4,324

18. Related Parties

There were no transactions during the year with related parties.