



## Service Six

Changing Lives • Creating Futures



# IMPACT REPORT 2020-2021



# Service Six

Changing Lives • Creating Futures

<b>Registered Charity Number:</b>	1132490
<b>Registered Company Number:</b>	06740611 (CLG)
<b>HQ Address:</b>	15 Sassoon Mews Wellingborough Northamptonshire NN8 3LT
<b>Telephone:</b>	01933 277520
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<b>Helpline:</b>	07718 003219
<b>Facebook:</b>	@servicesix123
<b>Twitter:</b>	@ServiceSix1
<b>Instagram:</b>	@servicesix1
<b>LinkedIn:</b>	Service Six
<b>YouTube:</b>	<a href="https://www.youtube.com/watch?v=tQxQlw1n02Y&amp;t=6">https://www.youtube.com/watch?v=tQxQlw1n02Y&amp;t=6</a>

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# 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.

### Equality

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

### Quality

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

### 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.

### Accountable

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

Egel 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*

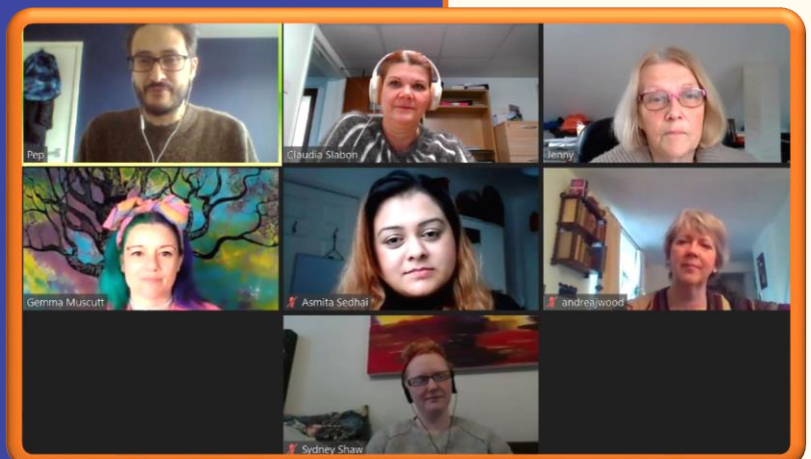
Kirsti Edmead *until October 2020*

Scott Fitzsimmons *until September 2020*

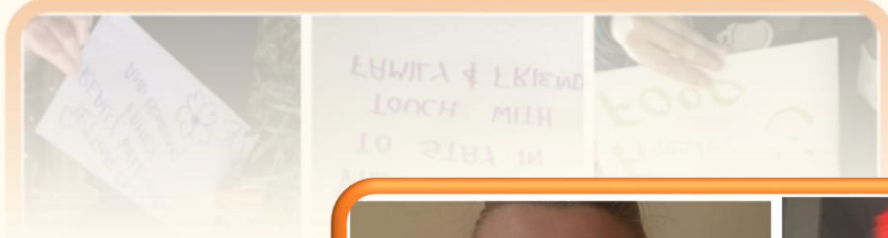
Sydney Shaw *since August 2020*

Tonya Kingham *since October 2020*

Wendy Pidd *March - August 2021*







# 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.

A handwritten signature in blue ink, appearing to read 'A. Wood', with a long horizontal line extending to the right.

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.

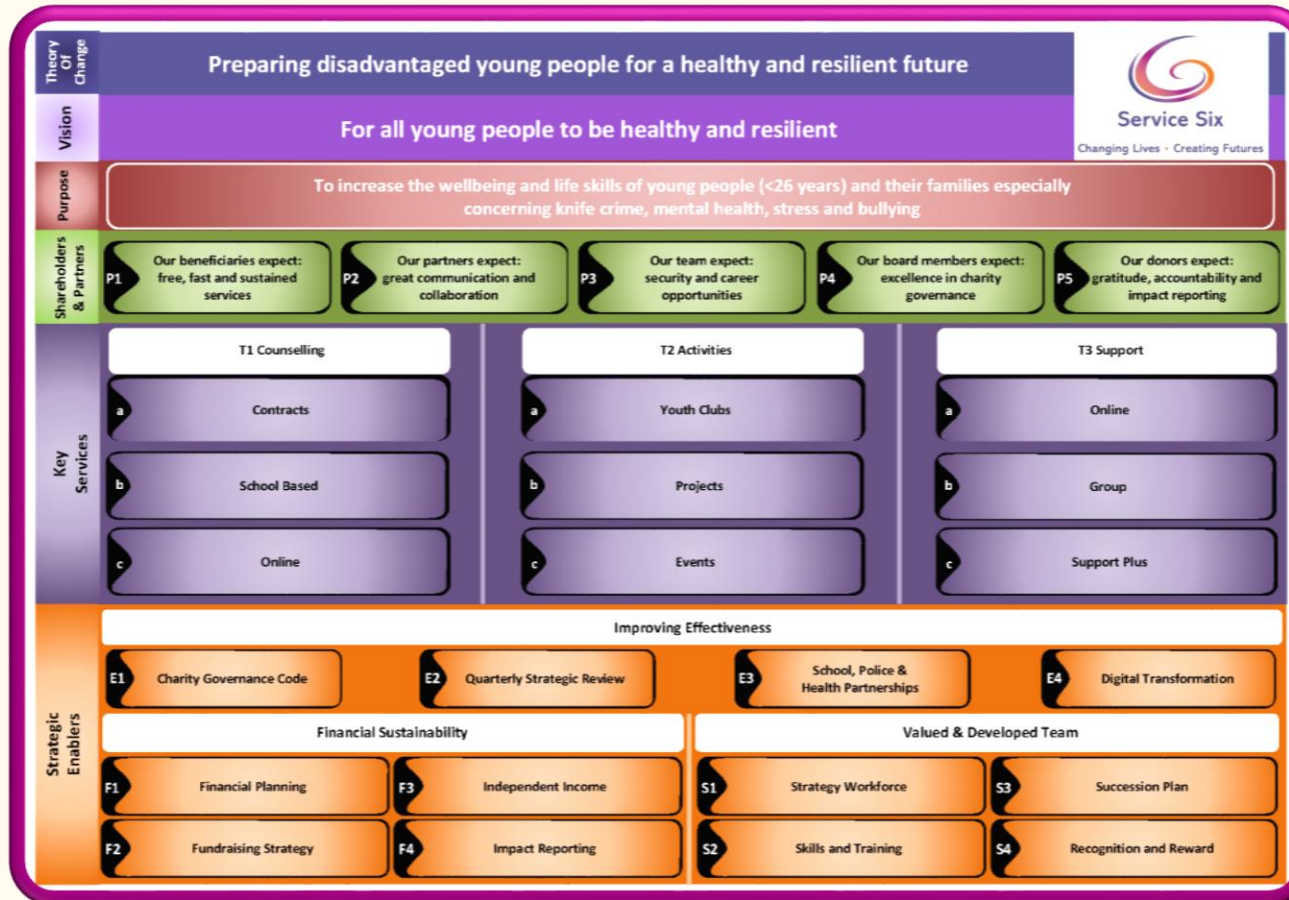


Claudia Slabon  
Chief Executive





# NEW STRATEGY & ACTION PLAN 2020 - 2023



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 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.

***'If You Fail to Plan, You Plan to Fail.' Benjamin Franklin***

# 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









# 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 Crysals 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.

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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 Crysaly's 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.

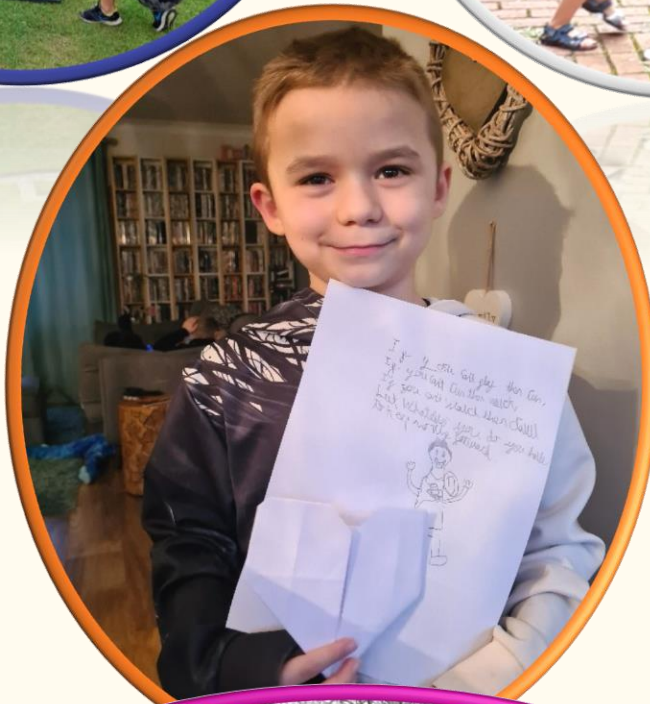
Thank you.

James Saunders Watson Esq.  
Lord-Lieutenant of  
Northamptonshire

Theresa Grant  
Chief Executive of  
Northamptonshire  
County Council

Paul Parsons Esq.  
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 😊



I know from what [redacted] has said that she has thoroughly enjoyed her play with you and I'm sure she'll miss you lots. Best wishes, [redacted]

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.



Best wishes [redacted]

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.

### 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.

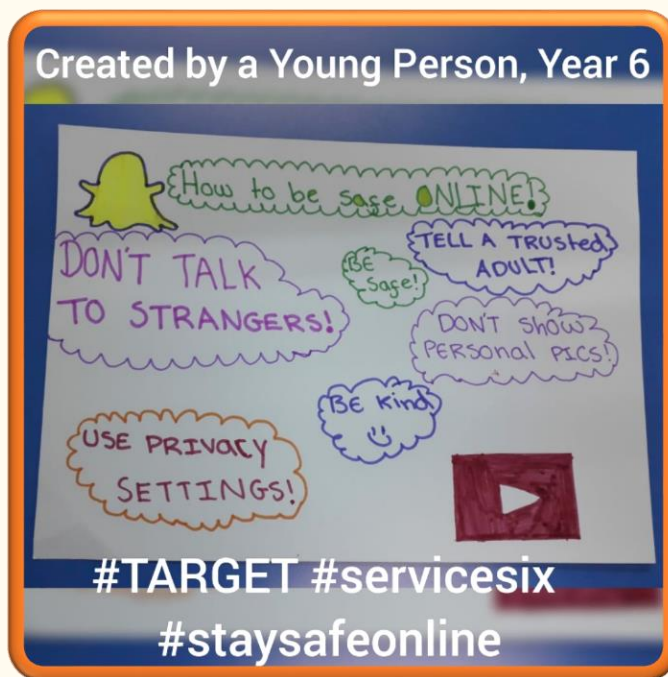
F's existing placement at this point was away from home and this contributed the frequency of her missing episodes as she was drawn back to the area she grew up in as her boyfriend was there. Boyfriend was a negative influence and was another element of F's life that was disruptive and destructive. F's 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.



## 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](http://www.bacp.co.uk)

# TRUSTEE'S REPORT

The Trustees are pleased to present their report and the financial statements for the year ended 31<sup>st</sup> 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 4<sup>th</sup> November 2008 and registered as a charity on 5<sup>th</sup> 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 outline 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

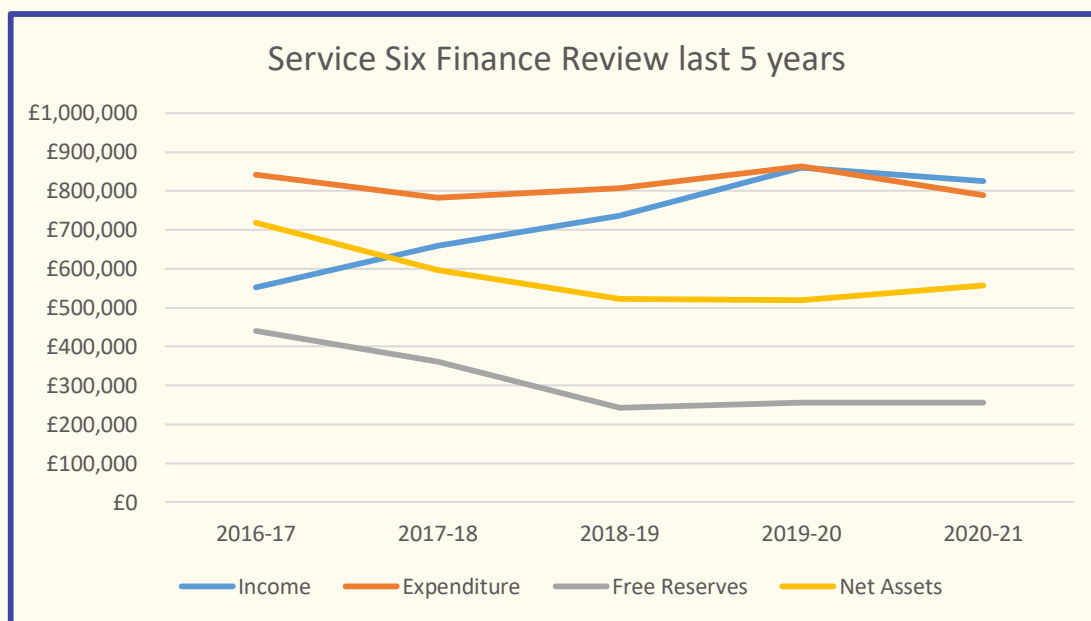
### Risk Management

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 pandemic 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 beneficiaries 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 31<sup>st</sup> March 2021 the free reserves balance stood at £436,310 where free reserves are calculated as general unrestricted fund, less illiquid fixed assets. After accounting 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 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 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 31<sup>st</sup> 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 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: 13<sup>th</sup> 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](http://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

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)**

	<b>Note</b>	<b>Unrestricted Funds £</b>	<b>Restricted Funds £</b>	<b>Total 2021 £</b>	<b>Total 2020 £</b>
<b>Income and endowments from</b>					
Donations and legacies	<b>1</b>	60,615	-	60,615	17,018
Income from Investments	<b>2</b>	6,334	-	6,334	6,624
<b>Incoming resources from Charitable activities</b>					
Income from Charitable activities	<b>3</b>	467,739	291,132	758,871	836,917
<b>Total income and endowments</b>		534,688	291,132	825,820	860,559
<b>Expenditure on</b>					
Charitable activities	<b>4</b>	502,058	287,048	789,106	863,276
<b>Total expenditure on Charitable activities</b>		502,058	287,048	789,106	863,276
<b>Net income/(expenditure) for the year</b>		32,630	4,084	36,714	(2,717)
<b>Balances brought forward at 1 April 2020</b>		405,625	116,571	522,196	524,913
<b>Balances carried forward at 31 March 2021</b>		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 £
<b>Fixed Assets</b>					
Office furniture	8	1	-	1	1
Computer equipment	8	1,944	-	1,944	2,902
<b>Total Fixed Assets</b>		1,945	-	1,945	2,903
<b>Current Assets</b>					
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
<b>Creditors: amounts falling due within one year</b>	10	(352,516)	(50,663)	(403,179)	(165,248)
<b>Net current assets</b>		436,310	120,655	556,965	519,293
<b>Total assets less current liabilities</b>		438,255	120,655	558,910	522,196
<b>Funds</b>					
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



## SERVICE SIX

### STATEMENT OF FINANCIAL POSITION AS AT 31 MARCH 2021 (Continued)

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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:

  
.....

...13<sup>th</sup> September 2021..

A Wood (Chair, Board of Trustees)

Date

Trustee

**SERVICE SIX****FOR THE YEAR ENDED AT 31 MARCH 2021****STATEMENT OF CASH FLOWS**

	<b>Note</b>	<b>Total 2021 £</b>	<b>Total 2020 £</b>
<b>Cash generated from/(used in)</b>			
<b>operating activities</b>	<b>13</b>	89,039	83,118
<b>Cash flows from investing activities</b>			
Interest income		6,334	6,624
Purchase of tangible fixed assets		-	(1,168)
<b>Cash provided by investing activities</b>		6,334	5,456
<b>Increase/(decrease) in cash and cash equivalents in the year</b>		95,373	88,574
Cash and cash equivalents at the beginning of the year		659,693	571,119
<b>Total cash and cash equivalents at the end of the year</b>	<b>14</b>	<b>755,066</b>	<b>659,693</b>

**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.



## **SERVICE SIX**

**FOR THE YEAR ENDED 31 MARCH 2021**

### **ACCOUNTING POLICIES (continued)**

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#### **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 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 2021****NOTES TO THE ACCOUNTS**

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**1. Income from Donations and Legacies**

	<b>2021</b>	<b>2020</b>
	<b>£</b>	<b>£</b>
Grants	45,000	-
Gifts	15,615	17,018
	<hr/>	<hr/>
Total Donations and Legacies	60,615	17,018
	<hr/>	<hr/>

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.

	<b>2021</b>	<b>2020</b>
<b>Unrestricted funds</b>	<b>£</b>	<b>£</b>
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

**SERVICE SIX****FOR THE YEAR ENDED 31 MARCH 2021****NOTES TO THE ACCOUNTS (continued)**

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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
	<hr/>	<hr/>
	467,739	577,591
	<hr/>	<hr/>



**SERVICE SIX****FOR THE YEAR ENDED 31 MARCH 2021****NOTES TO THE ACCOUNTS (continued)**

	<b>2021</b>	<b>2020</b>
<b>Restricted Funds</b>	<b>£</b>	<b>£</b>
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	-
	<hr/>	<hr/>
	291,132	259,326
	<hr/>	<hr/>
<b>Total Income from Charitable Activities</b>	<hr/> 758,871 <hr/>	<hr/> 836,917 <hr/>

**SERVICE SIX****FOR THE YEAR ENDED 31 MARCH 2021****NOTES TO THE ACCOUNTS (continued)****4. Resources Expended**

	<b>Unrestricted Funds</b>	<b>Restricted Funds</b>	<b>Total 2021</b>	<b>Total 2020</b>
<b>Charitable activities</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
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
	<hr/>	<hr/>	<hr/>	<hr/>
	328,277	248,678	576,954	663,977
	<hr/>	<hr/>	<hr/>	<hr/>

**SERVICE SIX**

**FOR THE YEAR ENDED 31 MARCH 2021**

**NOTES TO THE ACCOUNTS (continued)**

	<b>Unrestricted Funds £</b>	<b>Restricted Funds £</b>	<b>Total 2021 £</b>	<b>Total 2020 £</b>
<b>Support costs allocated to Charitable activities:</b>				
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
	<hr/>	<hr/>	<hr/>	<hr/>
	173,781	38,371	212,152	199,299
	<hr/>	<hr/>	<hr/>	<hr/>
<b>Total expenditure on Charitable activities</b>	502,058	287,048	789,106	863,276
	<hr/>	<hr/>	<hr/>	<hr/>



**SERVICE SIX****FOR THE YEAR ENDED 31 MARCH 2021****NOTES TO THE ACCOUNTS (continued)**

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**5. Governance Costs**

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

	<b>2021</b>	<b>2020</b>
	<b>£</b>	<b>£</b>
Auditor's remuneration for audit work	4,180	7,040
Accounting and other professional fees	-	1,326
	<hr/>	<hr/>
	4,180	8,366
	<hr/>	<hr/>

**6. Staff Costs and Trustees' Remuneration**

	<b>2021</b>	<b>2020</b>
	<b>£</b>	<b>£</b>
Wages and salaries	393,844	384,554
Social security costs	28,177	27,282
Pension costs	28,326	21,686
	<hr/>	<hr/>
	450,347	433,522
	<hr/>	<hr/>

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).

**SERVICE SIX**

**FOR THE YEAR ENDED 31 MARCH 2021**

**NOTES TO THE ACCOUNTS (continued)**

**7. Comparative statement of financial activities**

	Unrestricted funds	Restricted funds	Total 2020
	£	£	£
<b>Income and endowments from</b>			
Donations and legacies	17,018	-	17,018
Income from investments	6,624	-	6,624
<b>Incoming resources from charitable activities</b>			
Income from charitable activities	577,591	259,326	836,917
<b>Total income and endowments</b>	<b>601,233</b>	<b>259,326</b>	<b>860,559</b>
<b>Expenditure on</b>			
Charitable activities	586,666	276,610	863,276
<b>Total expenditure on charitable activities</b>	<b>586,666</b>	<b>276,610</b>	<b>863,276</b>
<b>Net income/(expenditure) for the year</b>	<b>14,567</b>	<b>(17,284)</b>	<b>(2,717)</b>
<b>Balances brought forward at 1 April 2019</b>	<b>391,058</b>	<b>133,855</b>	<b>524,913</b>
<b>Balances carried forward at 31 March 2020</b>	<b>405,625</b>	<b>116,571</b>	<b>522,196</b>

**8. Fixed Assets**

	Office Furniture	Computer Equipment	Total
Cost	£	£	£
At 1 April 2020	5,977	64,274	70,251
Additions	-	-	-
<b>At 31 March 2021</b>	<b>5,977</b>	<b>64,274</b>	<b>70,251</b>

**SERVICE SIX****FOR THE YEAR ENDED 31 MARCH 2021****NOTES TO THE ACCOUNTS (continued)****Depreciation**

At 1 April 2020	5,976	61,372	67,348
Charge for year	-	958	958
<b>At 31 March 2021</b>	<b>5,976</b>	<b>62,330</b>	<b>68,306</b>
<b>Net Book Value as at 31 March 2021</b>	<b>1</b>	<b>1,944</b>	<b>1,945</b>
<b>Net Book Value as at 31 March 2020</b>	<b>1</b>	<b>2,902</b>	<b>2,903</b>

**SERVICE SIX**

**FOR THE YEAR ENDED 31 MARCH 2021**

**NOTES TO THE ACCOUNTS (continued)**

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
	<u>202,091</u>	<u>2,987</u>	<u>21,595</u>	<u>3,253</u>
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
	<u>352,516</u>	<u>50,663</u>	<u>128,191</u>	<u>37,057</u>

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

**Movement in deferred income:**

	£	£
	Unrestricted	Restricted
<b>Balance as at 1 April 2020</b>	75,171	36,688
Released to SOFA in year	30,311	-
Amount deferred during year	246,382	-
	<u>291,242</u>	<u>36,688</u>
<b>Balance as at 31 March 2021</b>		



**SERVICE SIX****FOR THE YEAR ENDED 31 MARCH 2021****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 2021**

	<b>At 1 April 2020</b>	<b>Incoming resources</b>	<b>Expenditure</b>	<b>At 31 March 2021</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
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
	<hr/>	<hr/>	<hr/>	<hr/>
	116,571	291,132	287,048	120,655
	<hr/>	<hr/>	<hr/>	<hr/>

**Movement in restricted funds 2020**

	<b>At 1 April 2019</b>	<b>Incoming resources</b>	<b>Expenditure</b>	<b>At 31 March 2020</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
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
	<hr/>	<hr/>	<hr/>	<hr/>
	133,855	259,326	276,610	116,571
	<hr/>	<hr/>	<hr/>	<hr/>

## SERVICE SIX

FOR THE YEAR ENDED 31 MARCH 2021

### 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 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

	<b><u>Movement in Unrestricted Funds 2021</u></b>				
	<b>At 1 April 2020</b>	<b>Incoming resources</b>	<b>Resources expended</b>	<b>Transfers</b>	<b>At 31 March 2021</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
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
	<b>405,625</b>	<b>534,688</b>	<b>502,058</b>	<b>-</b>	<b>438,255</b>

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.

**SERVICE SIX****FOR THE YEAR ENDED 31 MARCH 2021****NOTES TO THE ACCOUNTS (continued)**

	<b><u>Movement in Unrestricted Funds 2020</u></b>				
	<b>At 1 April 2019</b>	<b>Incoming resources</b>	<b>Resources expended</b>	<b>Transfers</b>	<b>At 31 March 2020</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
General Fund	241,058	601,233	586,666	-	255,625
Therapeutic Service Obligations	60,000	-	-	-	60,000
Redundancy Provision	90,000	-	-	-	90,000
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
	391,058	601,233	586,666	-	405,625
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>

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

	<b>2021</b>	<b>2020</b>
	<b>£</b>	<b>£</b>
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
	<hr/>	<hr/>
<b>Net cash generated from operating activities</b>	<b>89,039</b>	<b>83,118</b>
	<hr/>	<hr/>

**SERVICE SIX****FOR THE YEAR ENDED 31 MARCH 2021****NOTES TO THE ACCOUNTS (continued)**

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**14. Analysis of cash and cash equivalents**

	<b>2021</b>	<b>2020</b>
	<b>£</b>	<b>£</b>
Cash in hand:	232,511	143,589
Notice deposits (less than 3 months)	522,555	516,104
	<hr/>	<hr/>
<b>Total cash and cash equivalents</b>	<b>755,066</b>	<b>659,693</b>
	<hr/>	<hr/>

**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:

	<b>Land and Buildings</b>	
	<b>2021</b>	<b>2020</b>
	<b>£</b>	<b>£</b>
Within 1 year	4,324	4,324
In 1-5 years	-	-
Over 5 years	-	-
	<hr/>	<hr/>
	<b>4,324</b>	<b>4,324</b>
	<hr/>	<hr/>

**18. Related Parties**

There were no transactions during the year with related parties.