



2021 - 2022

Service Six

IMPACT REPORT



Changing Lives • Creating Futures



Service Six

Changing Lives • Creating Futures

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WELCOME TO SERVICE SIX IMPACT REPORT

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

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

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

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

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


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

Andrea Wood
Chairperson



Claudia Slabon
Chief Executive





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

(Rebecca from Hopping Hill Primary school)

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



Passion

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

Respectful

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

Equality

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

Ethical

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

Quality

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

Accountable

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

Our Approach

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

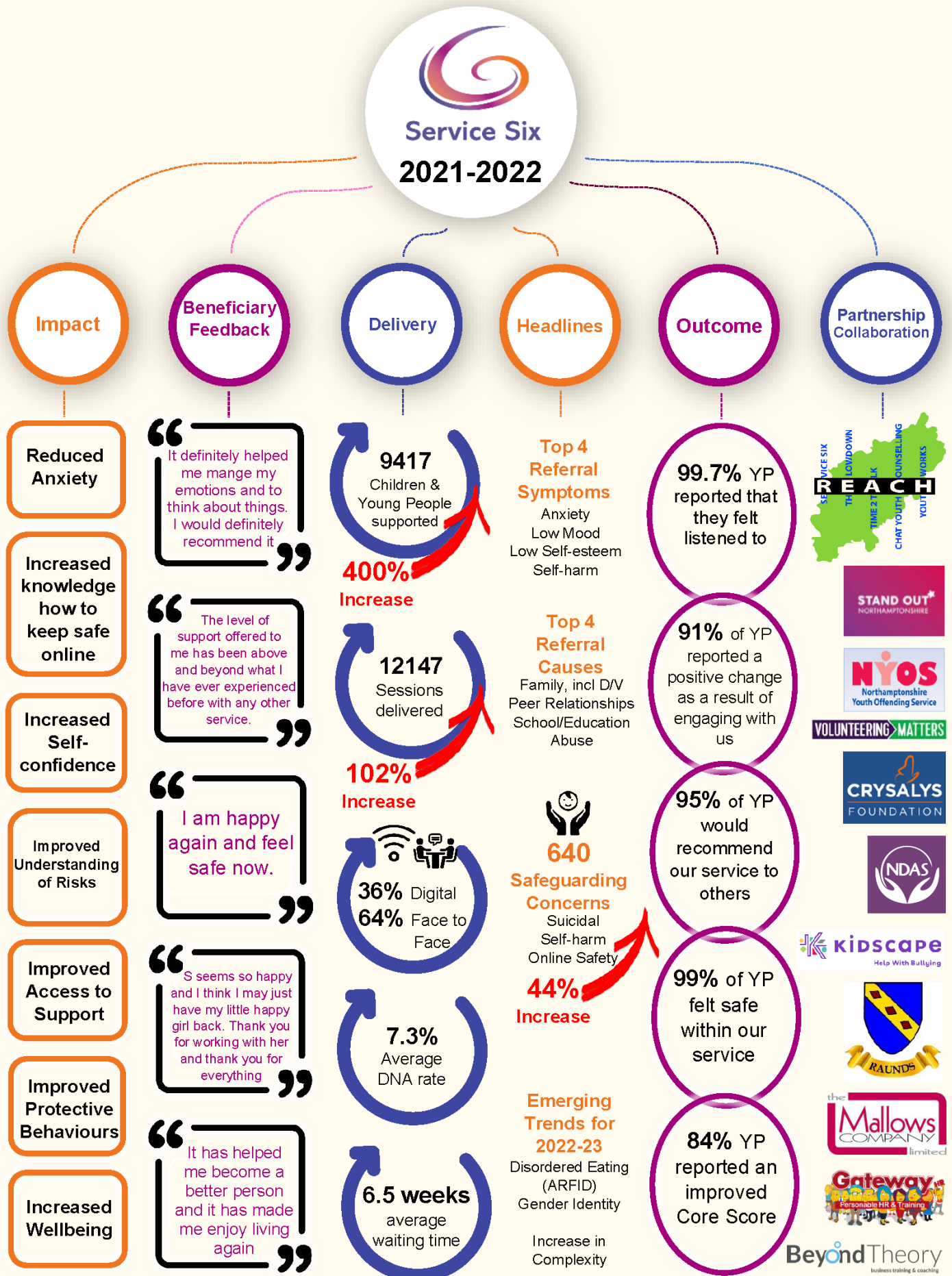




“R wants to continue sessions with you so I have put in another referral with Service Six. Thanks for all you are doing for R.

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

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



Preparing Children & Young People for a healthy and resilient future

Our Services in 2021-2022



Northamptonshire

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

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

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

Happier Families – Family Support and Wellbeing Programme

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

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

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

OPAL – Therapeutic support for Young People who self-harm

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

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

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

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

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

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

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

Leicestershire



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

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

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

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

Lincolnshire



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

Milton Keynes



Rapid Response – A&E Crisis Prevention and Discharge Support

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

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

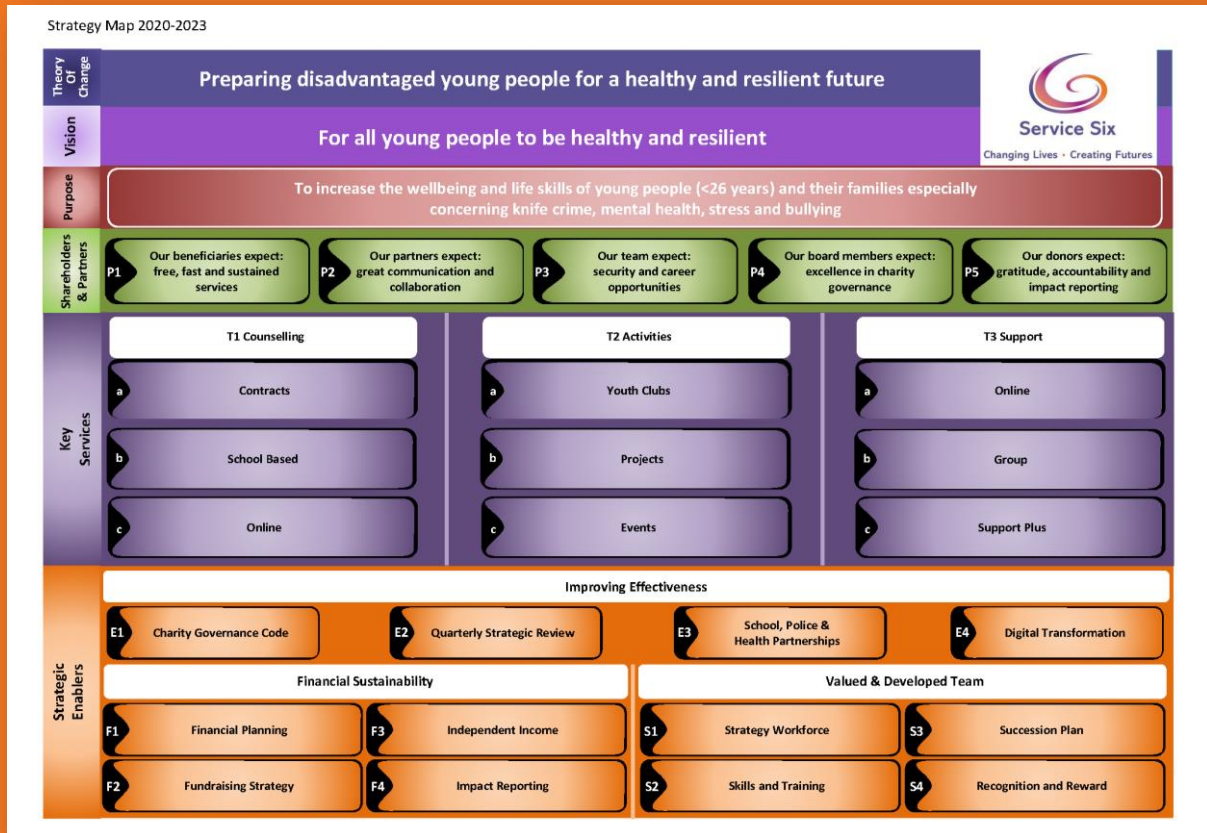
Youth Starz – Emotional wellbeing and mental health support for Children and Young People to develop confidence, resilience and transferrable life skills

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

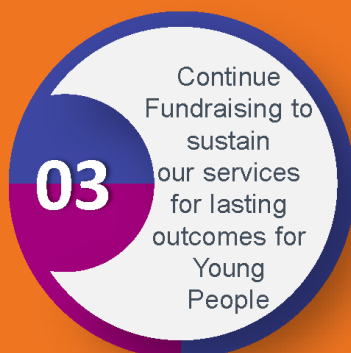
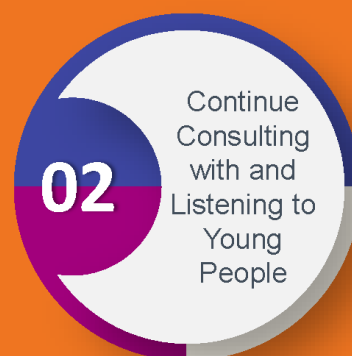


To Kimqui,
Thank you for helping me through hard times and helping me bloom into a better person. I was able to piece myself back together thanks to you. I am so grateful for everything you've done for me.

OUR STRATEGY MAP



OUR PRIORITIES BEYOND 2022





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

(Parent)

New Services launched in 2021-22



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

Happy Heads is our new Under 11s early intervention service on a needs-led basis, providing the child with small learnable skills that increases emotional resilience over time and will help children to better cope with the challenging aspects of school and day-to-

day situations. Children will be equipped with a range of smart moves they can make when things get tough.

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

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

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

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

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

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

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



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

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

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

OPEN



Monday & Friday 4pm - 8pm

the lowdown, 3 Kingswell Street,
Northampton, NN1 1PP
01604 634385

Tuesday 4pm - 8pm

Youth Works at Corby Mind,
18 Argyll St, Corby, NN17 1RU
01536 518339

Wednesday 4pm - 8pm

CHAT Youth Counselling,
Souster Youth Building,
30 Market Road, Thrapston,
NN14 4JU
01832 274422

Thursday 4pm - 8pm

Youth Works, 97 Rockingham Rd,
Kettering, NN16 9HX
01536 518339

Saturday 10am - 2pm

Service Six, 15 Sassoon Mews
Wellingborough NN8 3LT
01933 277520

Saturday 12pm - 4pm

Time 2 Talk, The Abbey,
Market Square, Daventry,
NN11 4XG
01327 706706



Northamptonshire Healthcare
NHS Foundation Trust



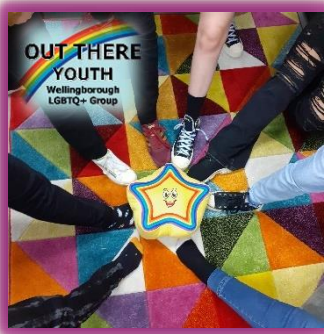
Changing Lives • Creating Futures



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

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

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



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

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

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



**A special
Thank You
to the
COMMUNITY
FUND**



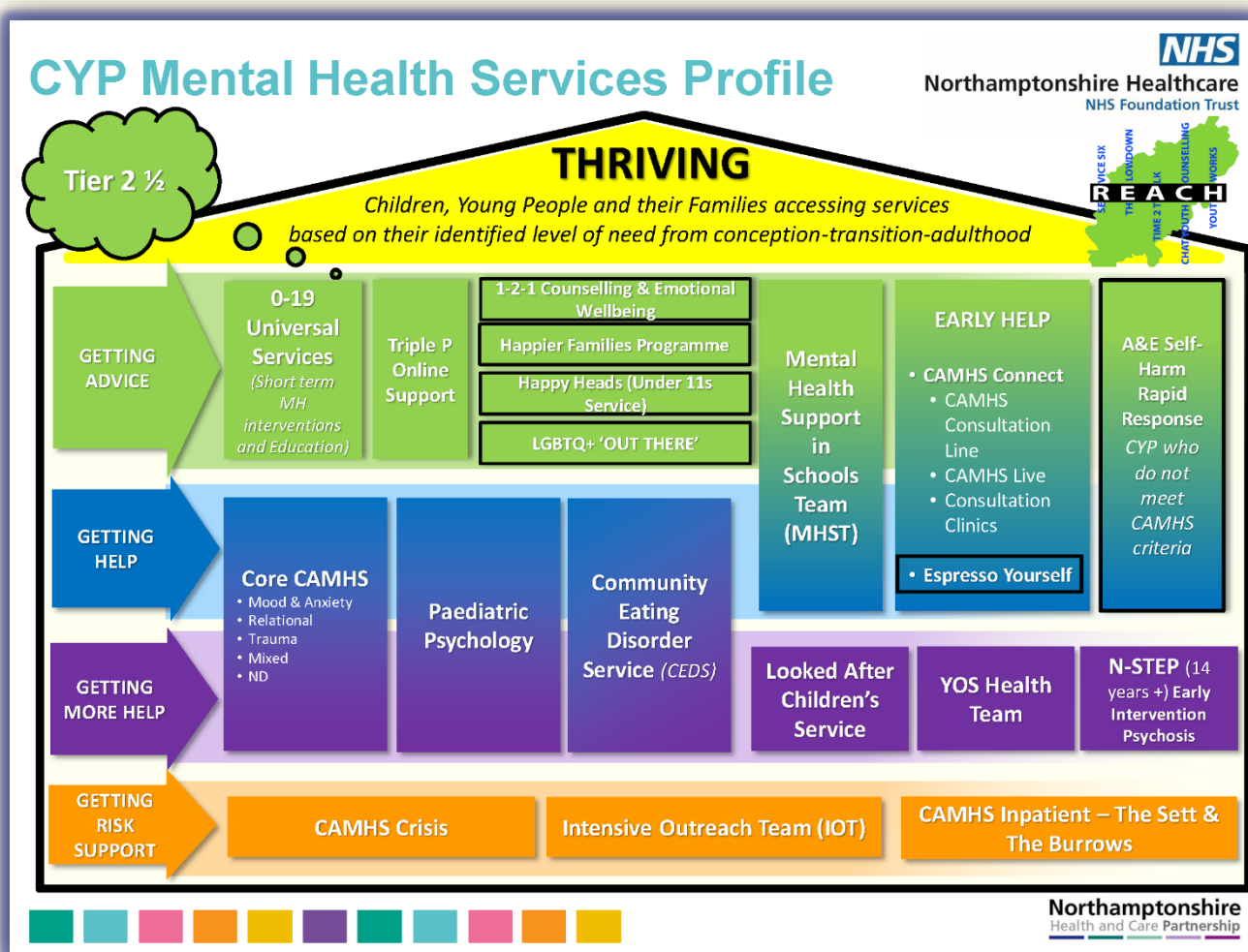

Huge Thank you to **the Crysalys Foundation** for donating over 100 STAR cushions, which we have been giving out to children and young people accessing our services to tackle their Trauma together.

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



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

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



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

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

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

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

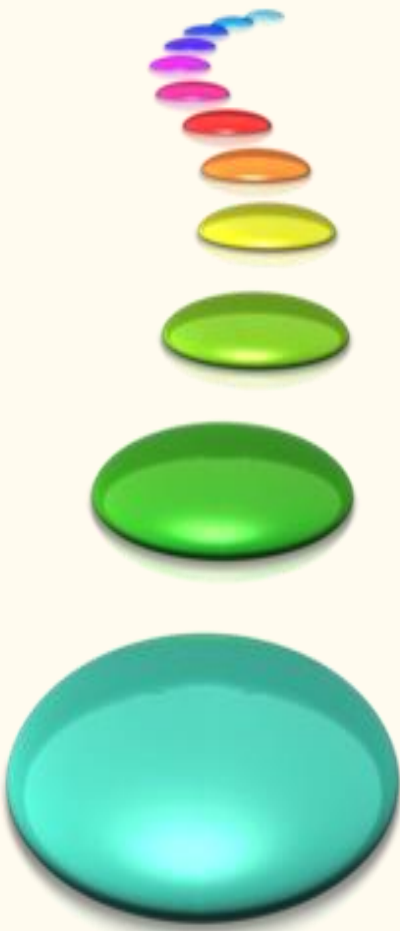
At first, he wasn't sure he wanted to go.

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

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

A Parent





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

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

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

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

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

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

Katie Byrne, Milton Keynes Service Manager

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

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

It breaks up her week and gives her something to look forward to, to distract her and build her own confidence.

An OT of the hospital summed up what Stepping Stones was by describing Stepping Stones as having her own personal OT in the community. They have been an important service in her recovery and coping abilities within the community. We as a community are lucky to have such a service available to the young people that need it and that would otherwise be struggling and lost without.

Thank you

A Parent

Dear

Nav ...

♥THANK

YOU ♥

I have really enjoyed my
lessons with you !!



You have helped build
up the confidence in
me, less worries ,
controlability in anger and
most of all happiness 😊



READ
ME!

← (it tells
the
truth)



Following the Northamptonshire Magistracy's successful introduction of 'Out of Court' Youth Reviews and 'In Court' Problem Solving Hearings the newest iteration of the problem-solving environment was to establish an 'At Court' Problem Solving Service based at the Wellingborough Youth Justice Centre.

Youth Court Solutions (YCS) was born and launched in October 2021 in partnership with the Northamptonshire County Youth Bench, the

Crysalys Foundation, Northamptonshire Youth Offending Service and Service Six. YCS is held fortnightly at the Northamptonshire Youth Justice Centre providing a valuable opportunity to pilot an innovative holistic hub model to help to achieve youth crime reduction and prevention in the county. YCS utilises the centre's fortnightly court hearings to proactively engage and build relationships with defendants, victims and families. The service act as a referral pathway to a range of complementary interventions including diversionary, group work, therapy and community activity programmes delivered by a network of other county charities. YCS strives for collective positive impact with outcomes such as improved health and wellbeing, increased family communication and resilience.

Since the launch YCS engaged with 79 young people and 39 grown-ups at court.

The pilot project was delivered on a Pro Bono basis and has now secured funding to continue this vital work.

(More detailed information can be found here <https://crysalys.org/youth-court-solutions.html>)

Our Youth Club in Wellingborough is back. In January 2022 we launched two Youth Clubs;

Kidz on the Mews for primary school aged children and

Youth on the Mews for secondary school aged young people.

The aim is to give children and young people a safe place in their community where they can go to, meet with other young people, explore different activities and learn transferrable life skills. Alongside this young people also receive support with any issues affecting their lives.

The group for the younger children focuses on early help and prevention, including informal education to help them to learn and progress life skills and to enable them make informed decisions and healthy choices.

The group for the young people provides a safe place, preventing them from spending too much time on the streets, committing low level anti-social behaviour and getting involved in low level criminal activity.

Since the launch we have delivered 44 sessions and engaged with 51 young people.



A special
Thank You to



“Thank you for all your hard work, you have made a difference to our children. Thank you for your updates and feedback (where appropriate) from your sessions. It has been very useful and has enabled us to provide the support needed for our children.”

Sharon Collins, Family Support Worker, Olympic Primary Academy



Highlights

In February 2022, **The High Sheriff of Northamptonshire**, the Honourable Mrs Amanda Lowther DL presented the High Sheriff Award to our Chief Executive Claudia Slabon in recognition of great and valuable services to the community. Mrs Lowther's appreciation was extended to the Service Six team by spending an afternoon with everyone at the office, finding out more about the individual work each member of staff is doing, whilst enjoying some cake and coffee.

We are beyond delighted and very honoured to have received this prestigious award, adding to our collection of commendations, including the Rose of Northamptonshire Award for services to Coronavirus and the Queen's Award for Voluntary services, celebrating Service Six' outstanding work and contribution to enable children and young people to live happier, healthier and safer lives.



We were absolutely astonished to hear that 'This Morning's' **Dr Zoe Williams** has taken on the Chasers in ITV Beat the Chasers Celebrity Special, Series 4 Episode 5, in a bid to win big money for her chosen charity – Service Six! She has taken on three Chasers in an attempt to win £15,000 but unfortunately was defeated by the quiz masters. For us she is still a winner as we received a donation of £1,000. **Thank you, Dr Zoe Williams** for your support and believing in our cause.

<https://www.itv.com/hub/beat-the-chasers/2a6826a0026>





Our Team in 2021-2022

Management Team

Claudia Slabon – Chief Executive
 Claire Wright – TARGET Manager (*until February 2022*)
 Emma Campion – Operations Manager
 Freyja Montali-Gammon – TARGET Lead Co-ordinator
 Giuseppe (Pep) Finn-Scinaldi – Team Supervisor
 Katie Byrne – Milton Keynes Service Manager
 Lorna Bhattacharya - Service Hub Team Leader (*until August 2021*)
 Yvette Lambe – Head Clinical Lead Therapist

Business Support & Finance Team

Karen Green – Bookkeeper
 Leanne Robb – Business Support
 Tanya Costantino – Business Support
 Tina Botterill – Business Support
 Sue Chapman – Business Support

Fundraising Team

Billie Calland – Community Fundraiser
 Brian Drury – Fundraiser & Bid Writer

Youth Specialist Team

Amanda (AJ) Jackson
 Beth Waters (*sessional*)
 Billie Calland
 Chloe Phillipson (*until February 2022*)
 Claire Fairey
 Clare Cundy
 Gemma Muscutt
 Kerry Smith
 Kim Jeffs (*sessional*)
 Kirsty Barber
 Leanne Robb
 Lyndsay Carson
 Navdeep La Plant
 Sean Davison (*until May 2021*)
 Sonia (Kimmy) Stuart
 Sophie Horner (*until August 2021*)
 Tony Butcher

Child Independent Sexual Violence Advisor

Lyn Brain (Serenity Secondment)

Support After Suicide Liaison Worker

John McMann

Therapist Team

Abbie Jobin
 Alexander Ballard
 Alexandra Bosnic
 Alice Batten
 Debera Torpey
 Deena Singh
 Emma Moore
 Esther Allday
 Felicity Botterill
 Freyja Montali-Gammon
 Honorata Chorazy-Przybysz
 Jane Wildbore
 Joanna Gilbert
 Joanne Vickers
 Julie Lee
 Kim Orlandini
 Mike Santoro
 Natasha Saddington
 Ophelia Woods
 Paula Burrows
 Rachel Spence
 Rebecca Bradley
 Sarah Gage
 Sarah Irvine
 Sophie Marsh
 Stacey Mawson
 Sue Dutton
 Victoria Gess
 Yvette Lambe
 Yvonne Hodson

Student Counsellors

Alison Pavitt
 Amy Skelton
 Kushika Popat
 Laura Harrison
 Tracey Easton
 Sarah Musselwhite
 Susan Cuffy-Smith





**Never
underestimate
the difference
you made and
the lives you
touched.**

Thank you !



Commissioning at Service Six

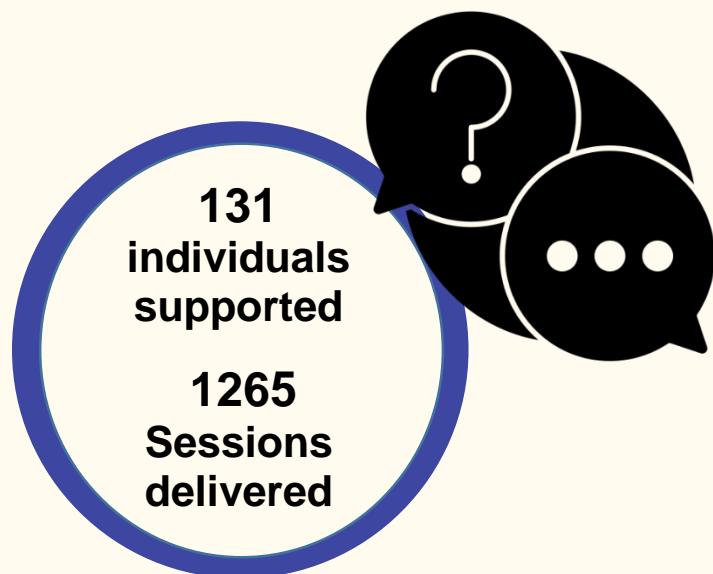
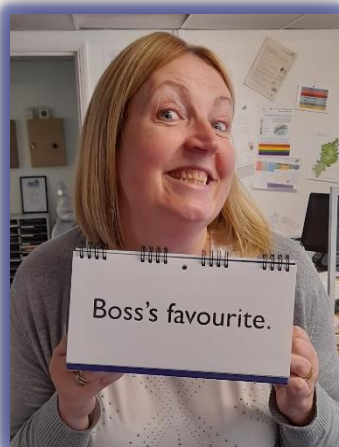
We offer a commissioned (paid for service for independent income generation) to those that do not fit the criteria for our free funded services. We provide services to Schools, Northamptonshire Children's Trust, Parent/Carers, Individuals, Housing Providers – just to name a few!!!

Part of my role is to provide quotes based on the needs and information given by the person or organisation who is thinking of potentially commissioning our services, request all the necessary paperwork and when it had been signed-off, allocate the customer to one of our amazing Therapists or Youth Specialists to work with this customer.

On a typical day I can be chasing for paperwork, ensuring documentation completed appropriately, phoning customers/parents/carers/commissioners to keep them updated and act as the key point of contact for all commissioning enquiries.

That's just some of what I do - I'm a busy bee all the time! It's a fun job and I believe in what we do. I'm lucky to work with a great team too!

Tanya Constantino, Business Support Team



"Katie is doing so well since your sessions; she has completed turned around. I literally cried when I read her school report because she has done so well and I think that you played a big part in that. I cannot thank you enough."

A Parent

A Day in the Business Support Team

To be part of the Business Support Team is one of the most fulfilling and rewarding jobs. At this time of year, with the summer holidays, the building feels alive and at its busiest for us. With so many young people and families coming through the door as well as the practitioners (Therapists & Youth Specialists) and visitors; the building is a hive of activity.

As the Business Support Team, we are located at the front of the building; we greet all visitors as they enter, checking their appointments and notifying the staff that their customer has arrived, and offering any support with queries and questions from the visitors.

Behind the other side of the desks, we are all completing our daily tasks to help things run smoothly. The first thing is to check the inbox for emails. These are all dealt with individually, with varying priorities. This could take an hour to complete in our quiet times, or it could be a continuing river of emails at our busiest. We would then go to the referrals that we have received, which we can receive in various ways; direct from our website as online referrals, via email from outside agencies, via post, or on occasion, people have come in in person. These are all entered on to our system and given a unique reference number to identify each case.

Other tasks that are completed daily are allocations, action required, rejections and closures. Allocations is when we are assigning customers to practitioners. These are taken from our various waiting lists, and are allocated to the suited Practitioner. Rejections are referrals that we are unable to accept for various reasons. Majority due to being out of our funded area, in which case we make contact to signpost to the support service that covers their residential area. Action required relates to further referral queries; it could be date of birth is missing or further detail is required to help us to triage and offer the best support. Therefore, we would contact the referrer or parent/carer to gather the required information. When closing a case therapists email us to say that they wish to close a case and stating the reasons for this, which we will confirm once case closed.

In between completing the above tasks, we are receiving and dealing with incoming calls. On our busy days, the phone seems to ring off the hook. Some calls are quite challenging as they can be from a distressed caller. These can be long calls, as the caller may want your listening ear and your time. We give them all the time they need. This can result in a reassured caller who no longer feels alone, and has been listened to, finding the right support they need.

Through the day we will have other team members come and request help with queries on a case, contacting a customer, sending out a 10-day letter, room bookings and really any help that is needed. We are definitely kept on our toes but we wouldn't want it any other way. At the end of our busy day, we have a tidy round, check the building, set the alarm, lock the doors already to return and start again.

These days happen because we're a team. 😊

Leanne Dunkley, Tine Botterill & Sue Chapman



WE ARE SAYING THANK YOU TO OUR FUNDERS & SUPPORTERS

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

Amazon Smile
Andrea Wood
ASDA Foundation
BBC Children In Need
Bedfordshire, Luton and Milton Keynes Clinical
Commissioning Group
Beyond Theory
Billie Calland
Claire Wright
Collingwood Lighting
Crown Forfeiture
Danetre And Southbrook Learning Village E-ACT
David Laing Foundation
East Northamptonshire Council
Easy Fundraising
Faraway Childrens Charity
Gateway HR
Great Doddington WI
Healthy Young Daventry
High Sheriff of Northamptonshire
ITV – The Chase (Dr Zoe Williams)
Jenny Ludlow
Juliet Smith
Kidscape
Kingsthorpe College
Lancaster Academy
Learning Without Limits Academy Trust
Maud Elkington Charitable Trust
Masonic Lodge Buckinghamshire
Morrison's Foundation & Community Champion
Moulton School
National Community Lottery Fund
Nazir Afzal OBE (Patron)
NHS England
North Northamptonshire Council
Northamptonshire Centre for Counselling Studies
Northamptonshire Childrens Trust
Northamptonshire Clinical Commissioning Group
Northamptonshire Community Foundation
Northamptonshire Domestic Abuse Services
Northamptonshire Health Foundation Trust
Northamptonshire Public Health

Northamptonshire 50+
Nottingham University Hospital Trust
PayPal Giving Fund
People's Postcode Lottery
Places for People
Prospectus
Raunds Town Council
REACH Collaboration
Rushden Academy
Sainsbury's
Serenity
Simpson & Weekley
Soil Association
Southfield School for Girls
South Wigston High School
Stand Out Northamptonshire
The Crysaly's Foundation
The Duston School
The Mallows Company
The Parker Academy E-ACT
TK Maxx & Homesense
VCSE Health & Wellbeing Fund
VOICE Northants
Weston Favel Academy

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

We could not have done it
without you 😊



Community Fundraising

It has been a very mixed year for community fundraising. Not as drastic as last year, due to complete shutdown from any social fundraising or interaction, however, still not completely settled due to the pandemic that was lingering.

In April 2021, the world was still communicating and reaching out via video links. My computer and I continued spending hours researching small, medium and large funding streams that may be suitable for us to apply to. I wrote to numerous trusts asking for donations towards our core costs, jumping on any free training, funding fairs and every virtual fundraising event going. As well as, meet the funders seminars, open funding rounds and scrolling through charity toolkits and websites weekly, I even compiled a social media calendar and was very much involved, for a time, in posting all our content. For all that know me, you will be surprised to hear that I was really quite good at it!

By the summer months, with a Rose of Northamptonshire award under our belt, I was receiving invitations to leave my computer and mix face to face again. I can't lie, it was very strange, even a little scary interacting with more than one or two people again. Mrs Sylvia Hughes, the Major of Raunds, chose Service Six as her charity of the year. It was good to break the social ice by supporting and attending her planned fundraisers, in a familiar place, in the company of good people.

All of a sudden it was all about me being out and about with my awareness table again, rather than sat with my computer. The last quarter of the financial year saw me networking and spreading the word about our amazing charity at numerous social gatherings. Me and my table seemed to be at every community event, consortium, Forum, Leader's lunch, AGMs and market places, member's assemblies, showcases and even the High Sheriffs Court Service. It has been refreshing to see people again to collaborate, network and share experiences and issues that have affected not only Service six but the whole of the Third Sector, after the last few turbulent years.

Billie Calland, Community Fundraiser (and Youth Specialist)



A proud total of £44,194 were raised through community fundraising, donations and sponsorships!

In the Spotlight



Young Person's (aged 13) experience with the

Opal Project

I attended the Opal group work sessions at school. There were 6 other young people in the group and we all attended 6 sessions.

I felt very nervous to begin with as school had told me what it was about and I was worried I would have to talk about things in front of everyone.

The first session turned out to be a lot less scary than I thought it would be. The worker talked us through what we would be working on as well as getting us to help make rules that made the space feel safe. We also played a game that helped us feel ok about talking in front of the other students.

The second week I was still a little anxious but not as much as I was previously. The worker told us today we would talk about anxiety. Through the session it turned out everyone had worries about the same kind of things like school. The worker helped us through some activities that made us look at our worries differently.

In the following weeks we did work on risky behaviours and self-confidence. The best exercise we did was where the group wrote out positive things or compliments for the other

students in the room. This made everyone smile and feel happier about them self. There was also a piece of work with lots of techniques on it that I still use now.

As the weeks went on, I got more comfortable in the group and felt I could talk to the worker about some things. The group really helped me realise there are others dealing with similar issues and that there are ways to deal with them. It was nice to have someone to be able to talk to about these kinds of things, especially self-harm as this is really hard to talk to people about.

Thank you to Gemma Muscutt, Youth Specialist & Pep Finn-Scinaldi, Team Supervisor.





Thank You So much for the
past few weeks and the new
technegs you have showed me.

thank you



The **LGBTQ+ 'OUT THERE'**

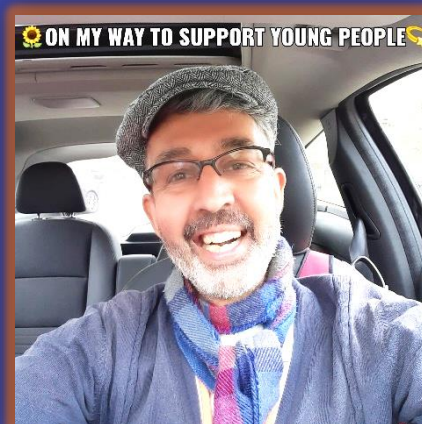
Wellingborough group started in June 2021. The journey that each individual has been on, and collectively as a group, has been amazing and a privilege for the Service Six Youth Team to be a part of.

Initially the young people, aged 11 to 18 who identify as LGBTQ+, were a little tentative and unsure, but over time the OUT THERE Wellingborough group has blossomed into a safe, vibrant, fun, energetic space for the young people to meet weekly. Each person has been on their own path of being more confident, sure of themselves and being happy in who they are.

We are proud to have created a safe vibrant place full of laughter and friendship, where young people are able to talk, share and feel able to speak about important issue that affect the lives of young people who are LGBTQ+. We have seen young people who were unsure of talking to their family and friends about how they identify to now being proud and strong in who they are and talking openly to family and friends with the support for each other and the Youth Team at Service Six. We have included within the weekly sessions a variety of activities such as cooking, art, music, consultation work, self-esteem workshops and wellbeing circles.

The young people attended for the first time Pride in Northampton 2022 and we witnessed the group being confident in who they are – this was really wonderful and they were all standing a little taller and proud after this event.

Giuseppe Finn-Scinaldi,
Lucy Price, Tony Butcher &
Navdeep Laplant
Youth Specialists



We provide support to children in care and young people who are leaving care. As a qualified social worker and previous Advocate for the local authority, I am able to bring this knowledge and experience in supporting young people on the **Care Connections Programme**, in partnership with Stand Out Northamptonshire.

I have supported a young person whose wish was to go to university. With their focus and determination and my support in completing their application and working on interview skills, they were successful and are on a full-time course.

There is a focus for many young people to ensure that their voice is heard in regards to their wishes and feelings.

It is a credit to Service Six that due the situation with COVID 19 we have been able to adapt and add remote sessions as an alternative to face-to-face support.

This has included exclusively supporting a young person by telephone which was their preferred option. Technology and entering the lines of safe communication that children and young people are comfortable with is essential to support, adding an extra option for young people, who at times have mixed and matched face-to-face as well as remote support.

The Caring Connections support means working with social workers, foster carers, schools, employers, reviewing officers, personal assistants and anyone who may be in the circle of support.

Tony Butcher, Youth Specialist



“This SEN youth club helps R so much especially because he struggles with social skills and finds it hard to focus. He goes every week, he relies on this group part of his routine, a place where other children like R that find it hard to socialize with other children and helps with learning new skills and taking turns and to support R to make friends. It helps him to keep calm. This group is amazing for children who have ADHD and ASD. I’m thankful there is a group like this in Milton Keynes for R to express himself in a safe way. I just wish there was more ASD SEN groups like this. Kids all over Milton Keynes need this even the Salt Team at MK speech and language thinks this is really helping my son.”

A Parent

At the **SPECTRUM** Youth Group provides a safe and calm place for young people who have Special Educational Needs to access the activities we set out for them. The sensory tray table is always the first table the young people check out, these sensory trays change each week and a favourite sensory tray is the water beads. These expand with water and are great to put your hands in. Some weeks we have ice in the trays; one of our young people uses the ice to calm themselves after a tricky day at school. They put their hands in and love to watch it melt. Crazy foam and slime are also a favourite sensory tray to.

Each week we have an art table for the young people to show their creative side. This is a great area for them to start up conversations whilst being creative. We have activities around certain celebrations but most of the time we plan to have a variety of art activities, such as free drawing, painting, wax art, stain glass windows and coffee filter art.



During the sessions we always young people to use if they get some quiet space. It has many different textured materials for them to use. Baskets of fidget toys are all around the centre for any of the young people to use at any time.

have the dark den out for the overwhelmed or just need calming lights inside and also

Over the past year we have seen the young people who attend Spectrum grow in confidence, ask each other if they would like to join in activities and had conversations with each other or in a group. They have also become good friends and worry about each other when one is not there, but now also having the confidence to tell each other if they need space. It has been fantastic to watch them gain respect for each other's feelings.

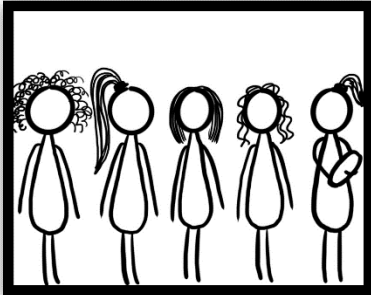
Our plan for this next year is to take Spectrum to other areas in Milton Keynes, so that other young people with SEN can access our group.

Claire Fairey, Youth Specialist

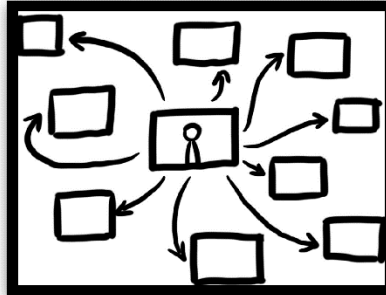


Freyja Montali-Gammon, TARGET Lead Co-Ordinator

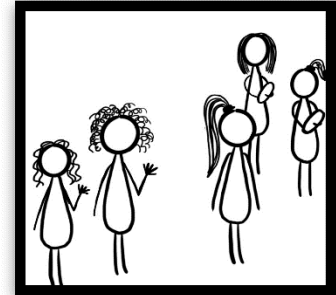
TARGET: A Year of change



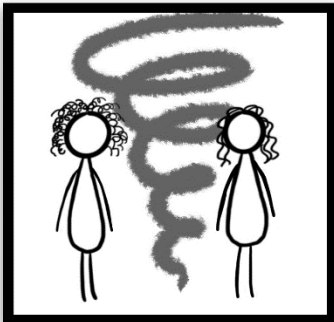
April 2021: Claire was TARGET Project Manager, and had Lauren, Lyndsay and Freyja working with her. Sophie was on maternity leave and had the first TARGET baby! Lyndsay was also soon to go on maternity leave.



We had our first online conference, which went really well, and allowed us to reach lots of people, even though we couldn't all be together.



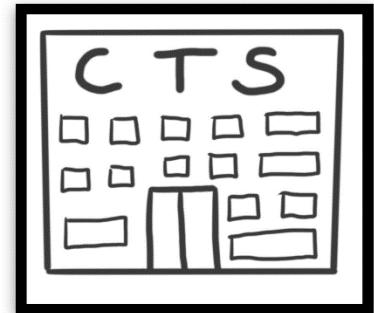
Over the next few weeks and months, Lyndsay also has a baby, Sophie decides not to return and Lauren leaves too.



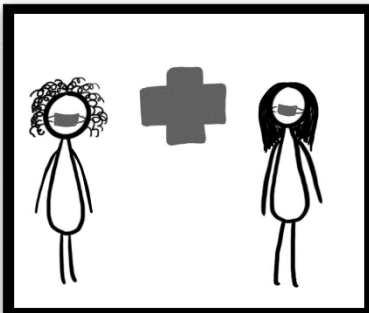
For a while, it's just Claire and Freyja. It's a busy time.



But as luck would have it, Leanne came and joined us in August, making us a team of three again.



Leanne is thrown in at the deep end, and joins us on TARGET's annual week of workshops at Corby Technical School.



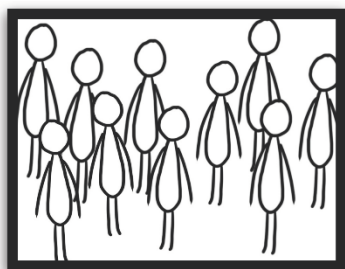
Unfortunately though, on her first week out Leanne catches COVID, and so does Claire. Freyja is pleased to avoid catching it the week before her wedding!



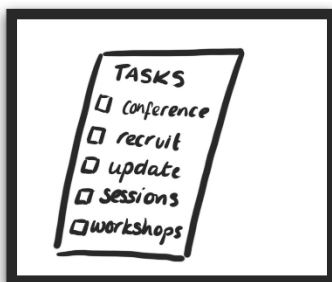
For a while everything is settled, and Freyja starts a course through PACE to become an Advanced Child Sexual Exploitation Practitioner



But by March it's all change again; Claire leaves to start a new venture, and Freyja takes on the Lead Coordinator role.



We also merge and integrate more with the rest of the Youth Team, which is great :-)



It's a really busy time with just the two of us, but we also manage to recruit Kellie to the team.



Somehow we manage to organise and pull off a successful conference for over 100 people in just two months. All of Service Six pull together to help, and TARGET really appreciate the help



Post conference, Leanne and Freyja work hard to update all of our resources and workshops and come up with new ideas. It's exciting, but a huge task!



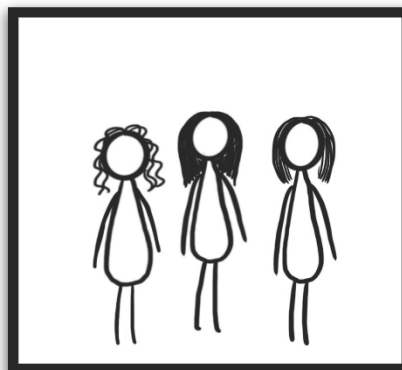
We create new booklets for all of our clients and work to become a solution focused and child centred project



We also update our workshops, and write a new story for the youngest primary school children that we can read to them



There is then even more change in TARGET as we welcome Lyndsay back from maternity leave, and say goodbye to Kellie



And now as we move into the 6th year of TARGET, there are three of us again. It's been an interesting ride this year, and we are looking forward to seeing what lies ahead for us. We are now beginning work on research and the consultation in order to hopefully be able to apply for more funding to secure the future of the project. Here's hoping that our 6th year isn't the final year!

It is the generosity and the tremendous support of individuals, trusts, local authorities and other organisations that enables us to offer critical support services to vulnerable children and young people – like the TARGET Project.

There are many ways in which individuals and organisation can help Service Six to make a difference by continuing with TARGET beyond next year, and some won't even cost you a penny – please go to our website to find out more

<https://www.servicesix.co.uk/help-us/>

We would discuss some characteristics of that character like a big mouth for telling everyone where they live or big arms for taking selfies everywhere they go.

Leanne Robb, TARGET Youth Specialist



Young Person, aged 10

Parent of Young Person, aged 15

Young Person, aged 13

I have been working with a fifteen-year-old girl on the TARGET project.

She has very slowly begun to open up to the fact that there was some trauma in her childhood until the age of 8/9 when she was moved in to care. Although, this trauma was never discussed in the sessions and she has never spoken about this with anyone as she had not felt ready.

In the following session I took a STAR cushion for her and spoke to her about the tackling-trauma website and how it might support her. Her eyes immediately lit up on seeing the STAR and she chose to carry it around rather than put it in her bag. She said she might get in to trouble with teachers for this but would explain I had given it to her in a session.

In the next session I asked her if she was approached by a teacher and she said no. However, she said at lunch she had been approached by a girl in the year below who said *"I have that teddy"*.

Over the next sessions she spoke about how they look out for each other if one is alone at lunch time the other will call them over in to their friendship groups. She also said they are able to confide and talk to each other as they have similar childhood stories.

In our last session we discussed another referral being put in as she now feels ready to talk about her past.

I hope this makes you smile as it did me 😊

Leanne Robb, TARGET Youth Specialist



A Customer Journey: ZOE

Written by Yvette Lambe, Head Clinical Lead Therapist

Introduction

This case study is based on a customer referral from Serenity which is the Sexual Assault Referral Centre attached to East Midlands Children and Young People's Sexual Assault Service. Zoe was on a family holiday in Norfolk when she made the disclosure of sexual abuse which was prompted by the awareness that she would be sharing a room with her brother. Zoe was 12 when she made the disclosure, the alleged perpetrator being her paternal Grandfather and to her awareness, had commenced when she was approximately 8 years old. Zoe and her siblings would stay at their paternal grandparents' home during school holidays, so the sexual abuse was recurrent. Zoe believed that her paternal Grandmother knew of the abuse which compounded the impact of the abuse.

From the disclosure and the police involvement, Zoe attended a forensic examination, again compounding the impact of the abuse. Zoe was allocated a ChISVA (Children's independent Sexual Violence Advocate) who supported not only Zoe but also her family at what was for all, a challenging and difficult time; all trying to comprehend the enormity of what was then going to take over their lives. This includes the loss of the relationship with the paternal family.

The referral was received by Service Six from Serenity during August 2020 which was during the tail end of the pandemic. She was offered online counselling which she found difficult to engage in. This resulted in her disengagement in counselling. We then received a second referral during July 2021 which would be face to face trauma informed psychotherapy.

Trauma Informed Psychotherapy Sessions:

Stage One – Stabilisation Phase

During the initial session, Zoe wanted her mother in the room to support her. The current protocols were that face masks were to be used. I observed that this supported her engagement in the session, Zoe was able to hide behind the mask.

Zoe presented as fragile, helpless, and hopeless, there was a deep sadness within her which she spoke of as overwhelming. As a trauma therapist, I recognised the importance of building and sustaining a therapeutic relationship before any significant work could be accomplished. During the initial assessment, I explained that she would be focusing on what she wanted to work on and that at any time, she could put the 'brakes on'. I noticed her pupils were dilated and that she was in freeze response, the stress of just being in the room had put her on high alert. Softly, I explained pretrial protocols (CPS PTP, current law until May 2022); the law stated that she could not talk about specific incidents relating to the court case, but we can process the impact, emotionally and psychologically. There was a sudden change in her posture, her shoulders relaxed, and she gave me eye contact. I explained how we would be working on emotional regulation, understanding her flashbacks and intrusive thoughts, but most importantly, focusing on her self-esteem and sense of self. With young people who have been sexually abused, their sense of self is damaged, this will be the main focus of our work together, for Zoe to re-connect and change her core belief of feeling not good enough.

Sessions progressed with Zoe alone in the therapy room, confident that she was in a safe environment. I enabled Zoe with the use of psychoeducation, to understand her triggers for flashbacks and intrusive thoughts, thus enabling her to understand and change things to overcome this. An example being a beauty product which reminded her of her Grandparents bathroom; she was able to remove this. It is important to stress that as well as working with Zoe individually, when something significant emerged within our sessions, with Zoe's permission, at the end of the session we would together inform Mum so that Mum and Dad could support Zoe at home.

During this stage, Zoe became a little happier, the deep sadness was still there but she was better able to understand her trauma symptoms and therefore to feel more in control. The most powerful point was Zoe was able to acknowledge what had happened during the years of abuse, was not her fault, she was not to blame and that it was wrong and illegal. Her anxieties relating to providing evidence was a constant in our sessions.

Stage Two: Processing Phase

Adhering to the Pretrial Protocols, verbally processing her traumas was illegal. However, to cease the flashbacks of specific events and the intrusive thoughts, processing the incidents was essential. As a trauma therapist and working

within this specific field for many years, I devised a therapeutic intervention which adheres to PTT, but allows for the processing of any traumas. This intervention comprises of a small box, paper, and a pen. We started with a low impact incident, I then used prompts for Zoe to write what came up in her thoughts/memories, she then writes it on the paper, folds it up and puts it in the box which would eventually be destroyed. I would verbally prompt, such as, what was the weather like? What time of day was it. Our primary sense are what triggers memories, sight, smell, hearing, touch, and taste, so when processing trauma, it is important to process these senses. Before starting, we would grade the incident out of 10, the following week, we would grade it again, if it had not decreased significantly, we would process the same trauma until it decreased to a 2 or 3 out of 10. We continued this and completed 6 incidents. This took many months, but Zoe was recovering from month to month. At the end of each session, I would provide 10 to 15 minutes for Zoe to re-ground; in this time, she would use air dried clay to kneed. This is a sensory intervention which re-regulates the brain and the body, pulling the brain back into the frontal cortex, stabilising and enabling her to return to the here and now.

Stage Three – Integration Phase

During this stage, we reviewed our work together and prepared for endings. We acknowledged that she may require further sessions nearing the court date.

Section 28:

November 2021

Zoe's Grandfather was officially charged and pleaded not guilty for the offenses. This then allowed for Zoe's barrister to apply for a section 28 which permitted for Zoe to attend her day in court before the Crown Court hearing. Zoe then re-engaged in counselling. She was not sleeping and did not have an appetite, typical symptoms of high levels of stress and anxiety which we then worked on. I was also able to support her with her anxieties prior to her providing evidence. A session after the date for her providing evidence, Zoe was able to share that there was only the Judge, the two barristers and a court advocate who sat with her. We only had a few sessions, the relief of providing evidence was over, and the stress for Zoe was also over. Zoe attended sporadic sessions from November until after the section 28 in March 2021.

Continued Impact:

March – April 2022

After providing evidence, Zoe's flashbacks returned. This is typical after evoking the memories of the traumas when providing evidence. Together, we returned to phase two and again processed the events, though these were not as significant as those in our previous work.

June – July 2022

Zoe returned after having episodes of feeling like she was morphing into other people. Zoe expressed how scary this as for her and feeling like she was going mad. We explored what was going on for her, they now had a date for the hearing in crown court. As we processed her experience, it was evident that Zoe was dissociating. I was able to explain that her thoughts of court and the result if he was found innocent was overwhelming thus disconnecting from herself and the world around her. I further explained that this can be typical for people who are under significant stress, but it will be short term. This episode of dissociating was short term for Zoe and sessions again ended.

We then agreed that sessions could recommence at the end of September 2022 when the hearing will take place.

Mum:

“My daughter started therapy with Service Six following a disclosure of sexual assault by her paternal grandfather. She had spoken to her school counsellor; however, it became apparent that she needed more input than she was able to offer, and my daughter was asking for help. Her mood was incredibly low, and she appeared depressed with anxiety, and she had developed motor and vocal tics following disclosure. She has had an excellent relationship with Yvette, and she was able to build an environment of trust that has enabled her to work through her trauma. At the beginning of her therapy, she couldn't look forward or see a future. Now with Yvette's' help she has become resilient and positive looking forward to her future, she is more in control of her emotions and recognises when she needs some more input. Although she still struggles with certain situations and triggers, she has used the skills she has learnt to rationalise and is able to take control of the situation and find a solution.”

"Just to let you know that one of the children you worked with has just had their annual review for their EHCP plan. The child has put 3 things in what's going well, one of them being 'talking with Kirsty'. Parents have also commented that the transition support given by Service Six is a strength. They have noted that they are 'happy with the support/opportunities that have been given to her to ensure a successful transition to secondary.' That includes you!

Thank you"

"I just wanted to drop you an email to say thank you for all the hard work with B. We now have a much more secure and confident young lady in our family who knows how to deal with and regulate her anxieties and emotions. She is much happier in her everyday life and the difference to our family is immeasurable. Thank you so much for your hard work and efforts, it is truly appreciated."

"The level of support offered to me has been above and beyond what I have ever experienced before with any other professionals that have been involved with XXX Care."

"It's like I have a 'little Sophie' in my head now, so when I'm struggling, I can just think; 'What would Sophie say to me?'"

I wanted to take this opportunity to say a big thank you for taking a chance on me as one of your new student counsellors, for all your support, assistance and guidance. It has been invaluable to me as a student counsellor. I couldn't think of a better placement opportunity and supervision support.

"I am writing to you because I want to give a great big thank you. I can't say it loud enough. I am truly so grateful I got the chance to talk to someone and unburden myself of so many negative feelings, so much sadness, just so much locked up hurt. I've never had the chance to trust before until I met you and talked to you. You allowed me to be heard with no judgement. You let me talk until I was all talked out and could breathe again. You helped me open all the doors in my head and cleaned my mind. I am really and truly so very grateful that I got the chance to talk to someone that I felt truly cared about my life. So again, I say Thank you and thank you for the great work you do."

"I feel that T. has benefitted greatly from the input you have given. Over the summer, T. has grown in confidence, and has returned to the main school with a fresh start and I can tentatively say that T. feels more comfortable in school than he has done for quite some time. He has not yet needed to use the learning support centre, although this remains an option should he feel overwhelmed at school. I feel that the counselling as well as starting his paper round have helped him to gain confidence, and he appears to be motivated to work in school towards the engineering course on offer for year 10. Thank you so much Mike, for your input. We have been particularly pleased with the way you treated T. with mutual respect, which I feel is all too lacking in many services that work with children and young people."

"I just wanted to say thank you very much for your visit and for all the information you were able to give me. Also, the extra info you emailed. It's so good to know that there's all this help available. We are very grateful for the service you provide and we do wonder what kind of mess we would have been in without your valuable help!"

"Hi, it's B from a couple of years ago. Just wanted to let you know I'm doing brilliantly in work now. I'm marketing director & part shareholder for a property investment company now. It's awesome & I'm very thankful to you still for your help 😊 You were honestly one of the key people in me getting to where I am now, I'm very grateful my job is great. Hope you're doing well too!"

Legal Information



Registered Charity Number: 1132490

Registered Company Number: 6740611

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

Website: www.servicesix.co.uk

Also available on Twitter, Facebook, LinkedIn and Instagram

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Northamptonshire
NN8 1AD

Solicitors

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2 Castilian Street
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NN1 1JX

Trustee's Report

The Trustees are pleased to present their report and the financial statements for the year ended 31st March 2022, which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

Objectives and Activities

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

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

Structure, Governance and Management

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

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

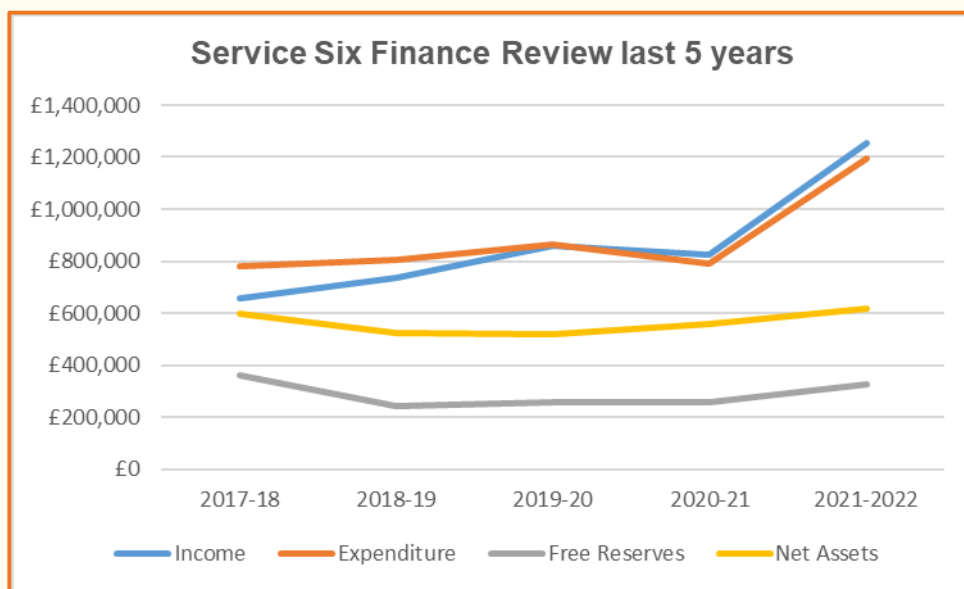
Organisational Structure - The organisational structure is outlined within an approved set of Standing Orders which clearly define the duties and powers of the Board of Trustees, Directors and Executive personnel. The Standing Orders outlines appropriately approved delegated powers and authorisation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

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

Risk Management - The Trustees of Service Six undertake regular risk assessment processes in consultation with the Chief Executive. The main risk highlighted within 2021-2022 were the continuing challenges of the Covid-19 pandemic aftermath which could have had a significant impact on income and service delivery. The charity's commitment and actions towards making a positive difference alongside our robust reserve policy and extensive risk assessments ensured that the risk has been mitigated, investing sufficient resources in to providing a hybrid service delivery model 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 increased to £1,256,079 a 52% increase on 2021, resulting in a surplus in the year of £61,697. Total funds carried forward at the balance sheet date are £620,607 of which £116,536 is restricted funds.



Reserve's Policy - At 31st March 2022 the free reserves balance stood at £499,894 where free reserves are calculated as general unrestricted fund, less illiquid fixed assets.

It is the charity's policy to hold reserves equivalent to six month's running costs, which in the current financial year totalled £347,000 excluding depreciation (non-cash), subcontractors and sessional costs, which are specifically funded by income received in the year. This is the equivalent of 5.6 months running costs. Income and expenditure levels as well as free reserves are regularly and closely monitored as part of the charity's budgetary processes and the Trustees will work to bring the amount held in line with the policy given the current and future levels of activity that the charity is anticipating.

£150,000 are designated for redundancy provision (£90,000) and the charity's obligation for ethical completion of therapeutic provision (£60,000) and therefore not available for the general purposes of the charity at the end of the reporting period. Redundancy payments are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, and the obligation can be measured reliably. Redundancy is accounted for on an accrual's basis. The amount identified for the charity's therapeutic service obligations is an estimate of the outlay required to complete any therapeutic service obligations should the charity cease to operate.

Any other funds are designated to provide a range of needs led services to meet the charities objectives in 2022-2023 and respond to beneficiaries impacted by the reduction in statutory services, the ongoing impact of the Covid-19 and to respond to the Ukrainian Refugees emotional needs (£30,000). The effectiveness of the policy reviewed in the light of the changing funding, financial climate and other risks and appropriate actions will be taken to bring reserves in line with this policy.

After accounting for these designated funds, the general fund stands at £324,071.

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

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

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

Responsibilities of the Trustees

The Trustees, who are also directors of the charity for the purpose of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31st March 2022.

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

Company law required the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditures, of the charitable company for that period.

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

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP;
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006, the Charities Act 2011 and the Charity (Accounts and Reports) Regulations 2008.

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

Statement of Disclosure to Auditors

In so far, the Trustees are aware:

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

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

Signed by order of the Trustees



Andrea Wood - Chairperson

Date: 21st September 2022

REPORT OF THE INDEPENDENT AUDITORS TO THE TRUSTEES OF SERVICE SIX

Opinion

We have audited the financial statements of Service Six (the 'charitable company') for the year ended 31 March 2022 which comprise the Statement of Financial Activities, the Statement of Financial Position, the Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we

conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Matters on which we are required to report by exception

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

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

Responsibilities of trustees

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

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

Our responsibilities for the audit of the financial statements

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

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

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

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

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

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

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

Use of our report

This report is made solely to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's trustees those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.



DNG Dove Naish LLP, Statutory Auditor

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

Eagle House

28 Billing Road

Northampton

NN1 5AJ

Date: 29 September 2022



SERVICE SIX

FOR THE YEAR ENDED 31 MARCH 2022

STATEMENT OF FINANCIAL ACTIVITIES

(Incorporating an income and expenditure account)

	Note	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
Income and endowments from					
Donations and legacies	1	44,193	-	44,193	60,615
Income from Investments	2	2,987	-	2,987	6,334
Incoming resources from Charitable activities					
Income from Charitable activities	3	968,712	240,187	1,208,899	758,871
Total income and endowments		1,015,892	240,187	1,256,079	825,820
Expenditure on					
Charitable activities	4	950,076	244,306	1,194,382	789,106
Total expenditure on Charitable activities		950,076	244,306	1,194,382	789,106
Net income/(expenditure) for the year		65,816	(4,119)	61,697	36,714
Balances brought forward at 1 April 2021		438,255	120,655	558,910	522,196
Balances carried forward at 31 March 2022		504,071	116,536	620,607	558,910

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

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

SERVICE SIX

STATEMENT OF FINANCIAL POSITION AS AT 31 MARCH 2022

Registered Company Number 06740611

Registered Charity Number 1132490

	Note	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
Fixed Assets					
Office furniture	8	1	-	1	1
Computer equipment	8	1,302	-	1,302	1,944
Improvements to Leased Premises	8	2,874	-	2,874	-
Total Fixed Assets		4,177	-	4,177	1,945
Current Assets					
Debtors and prepayments	9	36,849	2,613	39,462	205,078
Cash at bank and in hand		1,157,835	192,395	1,350,230	755,066
		1,194,684	195,008	1,389,692	960,144
Creditors: amounts falling due within one year	10	(694,790)	(78,472)	(773,262)	(403,179)
Net current assets		499,894	116,536	616,430	556,965
Total assets less current liabilities		504,071	116,536	620,607	558,910
Funds					
Unrestricted funds:	12				
Designated funds				180,000	181,900
General unrestricted funds				324,071	256,355
Restricted funds	11			116,536	120,655
				620,607	558,910

SERVICE SIX

STATEMENT OF FINANCIAL POSITION AS AT 31 MARCH 2022 (Continued)

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2022.

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


The trustees acknowledge their responsibilities for

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

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

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

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


.....

Andrea Wood
(Chairperson)

21st September 2022.

Date:

SERVICE SIX

FOR THE YEAR ENDED AT 31 MARCH 2022

STATEMENT OF CASH FLOWS

	Note	Total 2022 £	Total 2021 £
Cash generated from Operating activities	13	596,467	89,039
Cash flows from investing activities			
Interest income		2,987	6,334
Purchase of tangible fixed assets		(4,290)	-
Cash provided by/ (used in) investing activities		(1,303)	6,334
Increase in cash and cash equivalents in the year		595,164	95,373
Cash and cash equivalents at the beginning of the year		755,066	659,693
Total cash and cash equivalents at the end of the year	14	1,350,230	755,066

SERVICE SIX

FOR THE YEAR ENDED 31 MARCH 2022

ACCOUNTING POLICIES

Basis of preparing the financial statements

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

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

Company status

The charity is a company limited by guarantee. The members of the company are the trustees named on page 43. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £10 per member of the charity.

Fund accounting

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

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

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

Investment income and gains are allocated to the appropriate fund.

Incoming resources

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

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

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

Resources expended

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

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

SERVICE SIX

FOR THE YEAR ENDED 31 MARCH 2022

ACCOUNTING POLICIES (continued)

Tangible fixed assets and depreciation

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

Fixed assets are stated at cost less accumulated depreciation and accumulated impairment losses. Where parts of an item 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 2022

NOTES TO THE ACCOUNTS

1. Income from Donations and Legacies

	2022	2021
	£	£
Grants	21,000	45,000
Gifts	13,193	15,615
Total Donations and Legacies	44,193	60,615

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

2. Investment Income

All of the charity's investment income of £2,987 (2021 - £6,334) arises from money held in interest bearing deposit accounts.

3. Income from Charitable Activities

All income is derived from contractual services.

	2022	2021
	£	£
Unrestricted funds		
NHFT PSAP	171,000	160,000
NHS – Nene CCG	113,247	113,247
VOICE – Child ISVA	31,775	31,194
Commissioned Services	73,842	27,127
NHS - Lincolnshire	35,366	22,271
East Northamptonshire Council	20,000	20,000
Youth Works	-	18,292
MKCFT	-	14,840
Big Lottery Fund	-	12,900
Barnardo's	-	11,733
NHS – Waiting List Initiative	-	10,950

SERVICE SIX

FOR THE YEAR ENDED 31 MARCH 2022

NOTES TO THE ACCOUNTS (continued)

Happy Heads U11	32,500	-
Places 4 People	2,200	4,719
NHS – Milton Keynes CCG	107,916	4,314
NCFT	5,580	3,800
Stand Out Northamptonshire	17,295	2,615
MHSDS	720	1,840
Lloyds Foundation	-	1,500
Wellingborough Borough Council	12,500	1,462
VCSE	32,525	1,200
Ministry of Justice	-	810
Western Power	-	750
Wellingborough CSP	-	175
Key Training	-	(7,375)
REACH Collaboration Service Six Lead	224,500	-
REACH Collaboration	42,825	9,375
Raunds Town Council	4,944	-
Faraway	1,000	-
NCC – Sport Satellite & 1-1 Support	733	-
NDAS	2,425	-
Mentoring Project	15,117	-
School Counselling	20,702	-
	<hr/>	<hr/>
	968,712	467,739
	<hr/>	<hr/>

SERVICE SIX
FOR THE YEAR ENDED 31 MARCH 2022
NOTES TO THE ACCOUNTS (continued)

Restricted Funds	2022 £	2021 £
Big Lottery Fund - TARGET	112,487	130,773
Big Lottery Fund – Milton Keynes	104,525	112,350
Children In Need – OPAL project	23,175	32,103
ESIF Goodwill Solutions	-	13,606
BBC CIN – Booklets	-	2,300
	<hr/>	<hr/>
	240,187	291,132
	<hr/>	<hr/>
Total Income from Charitable Activities	<hr/> 1,208,899	<hr/> 758,871
	<hr/>	<hr/>

SERVICE SIX
FOR THE YEAR ENDED 31 MARCH 2022
NOTES TO THE ACCOUNTS (continued)

4. Resources Expended

	Unrestricted Funds	Restricted Funds	Total 2022	Total 2021
Charitable activities	£	£	£	£
Staff wages	195,837	158,833	354,670	284,254
Employer costs	4,314	19,060	23,374	17,842
Pension costs	9,882	9,530	19,412	21,754
Sessional staff	232,530	1,705	234,235	182,845
Rent	2,209	2,208	4,417	4,333
Subcontractors	265,238	-	265,238	-
Service resources	862	12	874	2,302
Support staff travel expenses	7,051	7,426	14,477	2,796
Sessional staff travel expenses	2,334	-	2,334	790
Young people's - travel expenses	-	-	-	8
- activities	2,564	1,139	3,703	43
- rent	23	165	188	23
- expenses other	115	13	128	1,092
- refreshments	263	154	417	331
Events	848	2,913	3,761	-
Mobile phone expenses	5,767	4,914	10,681	11,977
Subscriptions	4,220	5,468	9,688	9,194
Legal and professional fees	1,074	224	1,298	2,368
Training and supervision	30,007	7,616	37,623	34,004
Publicity and marketing	148	2,323	2,471	226
Sundry expenses	2,006	84	2,090	772
	<hr/>	<hr/>	<hr/>	<hr/>
	767,292	223,787	991,079	576,954
	<hr/>	<hr/>	<hr/>	<hr/>

SERVICE SIX
FOR THE YEAR ENDED 31 MARCH 2022
NOTES TO THE ACCOUNTS (continued)

4. Resources Expended (continued)

	Unrestricted Funds	Restricted Funds	Total 2022	Total 2021
Support costs allocated Charitable activities	£	£	£	£
Heat, Light & Water Rates	3,651	1,416	5,067	3,417
Repairs and Maintenance	9,664	689	10,353	23,348
Staff Wages	106,451	-	106,451	109,590
Employer Costs	10,330	-	10,330	10,335
Pension Costs	6,387	-	6,387	6,572
Staff Recruitment Costs	537	237	774	360
Staff Travel Expenses	870	-	870	1,028
Telephone and Internet	1,632	2,228	3,860	4,086
Insurance	5,221	175	5,396	5,380
Postage and Stationery	1,117	1,801	2,918	2,412
Capital Expenditure	8,144	4,022	12,166	12,114
Computer Running Costs	8,418	6,361	14,779	20,826
Sundry Expenses	470	138	608	170
Legal and Professional Fees (Including Governance)	16,699	3,452	20,151	10,200
Lease Costs	560	-	560	842
Depreciation	2,058	-	2,058	958
Bank Charges	575	-	575	513
	<hr/>	<hr/>	<hr/>	<hr/>
	182,784	20,519	203,303	212,152
	<hr/>	<hr/>	<hr/>	<hr/>
Total Expenditure on Charitable Activities	<hr/>	<hr/>	<hr/>	<hr/>
	950,076	244,306	1,194,382	789,106
	<hr/>	<hr/>	<hr/>	<hr/>

SERVICE SIX
FOR THE YEAR ENDED 31 MARCH 2022
NOTES TO THE ACCOUNTS (continued)

5. Governance Costs

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

	2022	2021
	£	£
Auditor's remuneration for audit work	4,224	4,180
	<hr/>	<hr/>
	4,224	4,180
	<hr/>	<hr/>

6. Staff Costs and Trustees' Remuneration

	2022	2021
	£	£
Wages and salaries	461,121	393,844
Social security costs	33,704	28,177
Pension costs	25,799	28,326
	<hr/>	<hr/>
	520,624	450,347
	<hr/>	<hr/>

The average monthly number of employees was 22 (2021 - 19).

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

The key management personnel of the charity comprise the Trustees and the Chief Executive Officer. The total employment benefits of the key management personnel of the charity were £60,305 (2021 - £59,491)

No trustees received any remuneration or expenses in the year. (2021 – nil)

SERVICE SIX

FOR THE YEAR ENDED 31 MARCH 2022

NOTES TO THE ACCOUNTS (continued)

7. Comparative statement of financial activities

	Unrestricted funds	Restricted funds	Total 2021
	£	£	£
Income and endowments from			
Donations and legacies	60,615	-	60,615
Income from investments	6,334	-	6,334
Incoming resources from charitable activities			
Income from charitable activities	467,739	291,132	758,871
Total income and endowments	534,688	291,132	825,820
Expenditure on			
Charitable activities	502,058	287,048	789,106
Total expenditure on charitable activities	502,058	287,048	789,106
Net income for the year	32,630	4,084	36,714
Balances brought forward at 1 April 2020	405,625	116,571	522,196
Balances carried forward at 31 March 2021	438,255	120,655	558,910

SERVICE SIX
FOR THE YEAR ENDED 31 MARCH 2022
NOTES TO THE ACCOUNTS (continued)

8. Fixed Assets

	Office Furniture	Computer Equipment	Improvements to Leased Premises	Total
Cost	£	£	£	£
At 1 April 2021	5,977	64,274	-	70,251
Additions	-	-	4,290	4,290
At 31 March 2022	5,977	64,274	4,290	74,541
Depreciation				
At 1 April 2021	5,976	62,330	-	68,306
Charge for year	-	642	1,416	2,058
	5,976	62,972	1,416	70,364
Net Book Value at 31 March 2022	1	1,302	2,874	4,177
Net Book Value at 31 March 2021	1	1,944	-	1,945

9. Debtors

	2022		2021	
	£	£	£	£
	Unrestricted	Restricted	Unrestricted	Restricted
Trade Debtors	25,721	-	189,323	-
Prepayments and accrued income	11,128	2,613	12,768	2,987
	36,849	2,613	202,091	2,987

SERVICE SIX

FOR THE YEAR ENDED 31 MARCH 2022

NOTES TO THE ACCOUNTS (continued)

10. Creditors: amounts due less than one year	2022		2021	
	£	£	£	£
	Unrestricted	Restricted	Unrestricted	Restricted
Trade creditors	41,989	-	22,997	-
PAYE and NIC	10,414	-	9,430	-
Accruals	24,979	10,605	28,847	13,975
Deferred income	617,408	67,867	291,242	36,688
	<hr/>	<hr/>	<hr/>	<hr/>
	694,790	78,472	352,516	50,663
	<hr/>	<hr/>	<hr/>	<hr/>

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

Movement in deferred income:

	£	£
	Unrestricted	Restricted
Balance as at 1 April 2021	291,242	36,688
Released to SOFA in year	175,566	-
Amount deferred during year	501,732	31,179
	<hr/>	<hr/>
Balance as at 31 March 2022	617,408	67,867
	<hr/>	<hr/>

SERVICE SIX

FOR THE YEAR ENDED 31 MARCH 2022

NOTES TO THE ACCOUNTS (continued)

11. Restricted funds

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

Movement in restricted funds 2022

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

Movement in restricted funds 2021

	At 1 April 2020 £	Incoming resources £	Expenditure £	At 31 March 2021 £
Big Lottery Fund Milton Keynes Youth Starz	55,790	112,350	120,027	48,113
Big Lottery Fund TARGET	52,671	130,773	126,071	57,373
ESIF WRAP Goodwill Solutions	-	13,606	12,435	1,171
Children in Need OPAL Project	8,110	32,103	28,515	11,698
BBC Children in Need Booklet	-	2,300	-	2,300
	116,571	291,132	287,048	120,655

SERVICE SIX

FOR THE YEAR ENDED 31 MARCH 2022

NOTES TO THE ACCOUNTS (continued)

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

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

The ESIF WRAP Goodwill Solutions projects offer a work readiness program for people 16 and over not in education, employment or training offering a wraparound support package to help develop potential and achieve goals in the Northamptonshire area.

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

The one-off BBC Children in Need booklet is funding to create and produce the 'Harm-less' self-help book for young self-harmers.

12. Unrestricted funds

Movement in Unrestricted Funds 2022

	At 1 April 2021 £	Incoming resources £	Resources expended £	Transfers £	At 31 March 2022 £
General Fund	256,355	1,015,892	918,176	(30,000)	324,071
Therapeutic Service Obligations	60,000	-	-	-	60,000
Redundancy Provision	90,000	-	-	-	90,000
Donation core costs	25,000	-	25,000	-	-
Building refurbishment	4,000	-	4,000	-	-
COVID response MK	2,900	-	2,900	-	-
Support For Ukrainian Customers	-	-	-	30,000	30,000
	<hr/> 438,255	<hr/> 1,015,892	<hr/> 950,076	<hr/> -	<hr/> 504,071

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

The donation for core costs fund was received in February 2021 and was used during the next financial year.

The building refurbishment fund are monies that were set aside for cleaning in the Wellingborough office, in line with Covid-19 guidance to provide a Covid-secure working environment.

The Covid-response MK fund were monies received for exceptional costs that were incurred, including equipment and deep cleaning in Milton Keynes office.

The support for Ukrainian customers will be set aside to supplement a needs-led offering.

SERVICE SIX

FOR THE YEAR ENDED 31 MARCH 2022

NOTE TO THE ACCOUNTS (continued)

	<u>Movement in Unrestricted Funds 2021</u>				
	At 1 April 2020 £	Incoming resources £	Resources expended £	Transfers £	At 31 March 2021 £
General Fund	255,625	534,688	502,058	(31,900)	256,355
Therapeutic Service Obligations	60,000	-	-	-	60,000
Redundancy Provision	90,000	-	-	-	90,000
Donation core costs	-	-	-	25,000	25,000
Building refurbishment	-	-	-	4,000	4,000
COVID response MK	-	-	-	2,900	2,900
	<hr/> 405,625	<hr/> 534,688	<hr/> 502,058	<hr/> -	<hr/> 438,255
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>

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

	2022 £	2021 £
Net movement in funds	61,697	36,714
Add back depreciation charge	2,058	958
Deduct interest income shown in investing activities	(2,987)	(6,334)
Decrease/(increase) in debtors	165,616	(180,230)
(Decrease)/Increase in creditors	370,083	237,931
	<hr/>	<hr/>
Net cash generated from operating activities	596,467	89,039
	<hr/>	<hr/>

SERVICE SIX

FOR THE YEAR ENDED 31 MARCH 2022

NOTES TO THE ACCOUNTS (continued)

14. Analysis of cash and cash equivalents

	2022	2021
	£	£
Cash in hand:	822,346	232,511
Notice deposits (less than 3 months)	527,884	522,555
	<hr/>	<hr/>
Total cash and cash equivalents	1,350,230	755,066
	<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 2022 or 31 March 2021

17. Leasing Commitments

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

	Land and Buildings	
	2022	2021
	£	£
Within 1 year	5,000	4,324
In 1-5 years	6,250	-
Over 5 years	-	-
	<hr/>	<hr/>
	11,250	4,324
	<hr/>	<hr/>

18. Related Parties

There were no transactions during the year with related parties. (2021: nil)



Support
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