Young People's Shop Ltd

England & Wales · Charity number 1148771

Details

Other names	CHICHESTER INFORMATION SHOP FOR YOUNG PEOPLE
Status	Registered
Legal form	Charitable company
Company number	07968887
Registered	2012-08-31
Register	View on the Charity Commission register

Contact

Address	Young People's Shop 29 South Street Chichester West Sussex PO19 1EL
Phone	01243 839093
Email	contact@yps-south.org.uk
Website	https://yps-south.org.uk/

Activities

Objects: THE RELIEF OF THE PHYSICAL AND MENTAL SICKNESS OF YOUNG PEOPLE (AGED 13-30) IN CHICESTER AND ITS ENVIRONS BY THE PROVISION OF COUNSELLING AND SUPPORT.

Activities: The charity provides information, advice, support and counselling for young people aged 13-25 within the Chichester district. Its provision is free, confidential and offered independently from other services. The project aims to make fully accessible for all young people the support they need to enable them to become fully participative members of the community and active, independent citizens.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** General Charitable Purposes, Education/training, The Advancement Of Health Or Saving Of Lives
- **Who:** Children/young People

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Geography

- West Sussex

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£247,490	£274,600	-	-
2024-03-31	£258,312	£206,055	-	-
2023-03-31	£169,658	£218,932	-	-
2022-03-31	£198,864	£139,591	-	-
2021-03-31	£110,013	£83,348	-	-

Trustees

Name	Role	Appointed
Maureen Ruth Doyle	Chair	2019-01-14
Andrew Macfarlane		2024-11-07
Isobel Cordery		2024-06-21
Lindsay Campbell		2024-04-05
Marjorie Ann Crockett		2025-09-02

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Young People's Shop Ltd

England & Wales - Charity number 1148771

Accounts

YOUNG PEOPLE'S SHOP LTD

Trustees' Report

and Unaudited Financial Statements

for the year ended 31 March 2025

Registered Charity Number 1148771
Registered Company Number 07968887

YOUNG PEOPLE'S SHOP LTD

UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

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YOUNG PEOPLE'S SHOP LTD

UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

CHARITY INFORMATION

Trustees

Richard Lang, Chair	
Isobel Cordery, Finance and Treasury Control	(appointed on 21 June 2024)
Lindsay Campbell	(appointed on 5 April 2024)
Camilla Green	
Maureen Doyle	
Sara Pickford	
Ali Meyrick	(resigned on 30 September 2024)
Andrew Macfarlane	(appointed on 7 November 2024)

Key Management Personnel

Catherine Burnard	Chief Executive Officer
Aly Ede	Youth Services and Outreach Lead
Philippa Hagon	Counselling Lead

Registered and Principal Office

29 South Street
Chichester
West Sussex
PO19 1EL

Registered Charity Number

1148771

Registered Company Number

07968887

Independent Examiner

Geoffrey Frost BSc (Hons) FCCA
Blue Spire Limited
Cawley Priory
South Pallant
Chichester
West Sussex
PO19 1SY

Affiliations and memberships

British Association of Counselling & Psychotherapy BACP

INTRODUCTION TO YOUNG PEOPLE'S SHOP

Young People's Shop (formerly the Chichester Information Shop) was established 25 years ago in 1999 under the governance of West Sussex County Council. Following funding cuts in 2009, it became an independent stand-alone service and in 2012 the organisation became a charitable company limited by guarantee. This preserved its ability to continue operating within the guidelines set by the National Youth Agency in 1993 for Information Shops, and to work to the Quality Standards set by Youth Access (the national organisation for Youth Information, Advice & Counselling Services - YIACS).

The project initially sought to retain and preserve its open-ended counselling service for young people, operating from a room within Chichester Boys' Club. In December 2019, due the impact of the Covid-19 pandemic, the charity moved out of its old premises at The Boys Club into Little London. The premises had been invaluable to the project from 2012 but had become too small and cramped to cope with the growth being experienced and to accommodate future plans. New premises were identified, and YPS moved into them in June 2021. Since re-opening, the activity level at the charity has ballooned. Partly this is due to significantly better premises and partly due to the surge in demand for our services following the end of the lockdowns and more recently, the impact on society of the cost-of-living increases, and other widely acknowledged societal influences.

REPORT OF THE TRUSTEES

The trustees hereby present their Annual Report for the purposes of the Charities Act 2011 and Sections 416 to 419 of the Companies Act 2006, together with the accounts for the year ended 31 March 2025. The trustees have adopted the provisions of the Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard (FRS 102).

STRUCTURE GOVERNANCE AND MANAGEMENT

Governing Document
The organisation is a charitable company limited by guarantee (with no share capital), incorporated on 28 February 2012 and registered as a charity on 31st August 2012. The Memorandum and Articles of Association form the governing document.

Trustee Directors
The directors, as defined in the Memorandum and Articles, act as both the directors of the company and, since the organisation is a registered charity, also as its charitable trustees. The Board of Directors provides the strategic leadership for the organisation. All members give their time voluntarily and receive no benefits from the charity. The Board meets quarterly, or more frequently if circumstances demand, and encourages the attendance of a member of the Operations Management Team, whose input is of equal weight as that of a trustee.

Trustees are appointed via recommendation from existing trustees followed by interview.

The Operations Management Team
The Operations Management Team (made up of the CEO, Outreach/ youth service lead, and counselling lead) runs the service and meets together on a weekly basis. The team reports to the Directors, and a member of the management team attends the Board meetings. The team is headed by the CEO, Cathy Burnard.

Volunteers
Volunteers are central to the work we do here at YPS. We have fourteen drop-in workers, nineteen counsellors and seven trustees.

Many of our volunteers working in the drop-in service (providing emotional support, sexual health services and signposting) are very experienced. Most have worked with young people, so already have a good working knowledge of young people and their needs.
Before they commence with us, they must gain a level 2 in counselling skills, attend training facilitated by our Volunteer Lead (Georgie Harris). The training package includes safeguarding training and an introduction to our policies and procedures, are you listening, self-harm, suicidal ideation, data protection, child sexual exploitation, GDPR and prevent training. The training also provides an insight into who we are, how we operate and some of the fundamentals of emotional support.
Some of the volunteers are studying Psychology at Chichester University, therefore looking for experience in working in a mental health field and have proved to be of tremendous help to the charity. All volunteer drop in workers receive supervision by a clinical supervisor
Our counselling team is made up of a mixture of qualified and trainee counsellors. All counsellors work from a humanistic modality and benefit from fortnightly clinical supervision and training opportunities within the charity. On induction all counsellors receive specific mandatory training on counselling young people including safeguarding and confidentiality. In September 2022, we included LGBTQ training to our list of mandatory training.

OBJECTIVES AND ACTIVITIES

The object of the charity, as set out in its governing document, is to promote the mental health and wellbeing of young people aged 11 to 25 in the Chichester and Arun districts through the provision of counselling, emotional support, physical activities, and workshops. In doing so, the charity enables young people who access its services to be supported in a holistic way.

The trustees confirm that they have paid due regard to the guidance given by the Charity Commission on public benefit.

The project aims to make fully accessible for all young people the information and support they need to enable them to become fully participative members of the community and active, independent citizens by:

REPORT OF THE TRUSTEES

- offering support and counselling to young people where need for such services is identified and assessed.
- where appropriate, remote counselling / emotional support can be accessed.
- offering to all young people a focal point for the provision of independent information and advice, free from bias on the wide range of issues which affect their lives – for example, education, employment and training, family and relationships, health issues, housing and homelessness, justice and equality, money matters, and sport, travel and leisure.
- encouraging young people to maximise the benefits of the wide range of opportunities available to them
- encouraging and developing opportunities for volunteering
- providing the services on offer via staff who are trained to working with young people
- actively seeking the participation of young people in the planning, development, management, delivery and evaluation of a service centred on their needs
- monitoring the needs of and provision for young people in the locality in order to inform the decision-making of local and national government
- we have a robust safeguarding protocols and procedures in place, with ongoing regular training for all staff and volunteers. We raise safeguarding concerns and incidents to The Integrated Front Door West Sussex if a young person is at risk of harm to self or others.

Mission Statement
To support young people between 11 and 25 through life's challenges, and with their mental health and emotional wellbeing.

Vision Statement
YPS's vision is to ensure that no young person need struggle alone.

Our Values
Empowerment: We empower young people to take charge of their lives, make informed decisions, and to focus on a bright future.
Immediate Support: We offer immediate support, ensuring young people do not have to face their challenges alone.
Holistic Wellbeing: We focus on both mental and physical wellbeing because we understand that true wellness encompasses the whole person.
Youth Leadership: We are led by the young people who access the service. Their voices and ideas steer our direction.
The service subscribes to the ethical framework of the British Association of Counselling & Psychotherapy (BACP)

ACHIEVEMENTS AND PERFORMANCE

Supporting Young People
We are currently open Monday-Friday 2pm-6pm. Our service looks at the young people holistically, encompassing the physical and the psychological.
The Young People's Shop opened its doors to our new premises on 26th July 2021. Since opening we have very quickly established ourselves as a safe place for young people.

The charity in the past year has continued to grow from strength to strength, with a core staff team of seven employees. We are fortunate to have a regular steady funding stream. We have been able to run more activities for young people and open the shop for longer hours on a Monday and Tuesday evening, offering additional emotional support, as well as craft and activities to promote physical health.

The shop now has hubs in Bognor and Littlehampton on a Wednesday and Thursday evening offering emotional support and signposting.
We have run a full programme of activities both physical and creative through the year.

Emotional support
- We offer a face-to-face emotional support service.
- The emotional support lasts for 30-minutes and can be re-booked as and when required.
- Young people waiting for counselling will sometimes choose to access our emotional support service until a counselling space has become available. Looking at recent statistics some young people will never access counselling, instead are happy to come in for the 30-minute emotional support sessions.

REPORT OF THE TRUSTEES

- The NHS sexual health support changed over the lock down period and can now be accessed online, we support young people to access the service and collect condoms and STI testing kits.
- Craft activities and games are offered alongside the emotional support sessions to build up a rapport and trust between the emotional support worker and the young person.
- Emotional support is bespoke service tailored to the individual. The ES worker will access the needs of the young person, being mindful and considering their needs. Supporting to build confidence and resilience for the future.

Counselling service

- Most counsellors are working face to face, however if the young person requests online counselling this is also provided. Young people have up to 6 months of free counselling although in cases of special need this can be extended.
- There are currently 6 supervision groups with space for 4 counsellors in each.
- We can have up to 20 counsellors, this number fluctuates throughout the year.
- There are typically between 45-55 young people receiving counselling at any one time with approximately 22 on the counselling waiting list. This figure has gone down considerably as we now offer the young age group emotional support sessions immediately. We find our younger clients are happy with emotional support, sometimes finding a 50 minute counselling session quite difficult, however, this does depend on the individual, and some younger clients engage well in therapy.

Social media

We have continued to increase our social media presence. Our admin and marketing manager (Claire Akehurst) is responsible for updating our social media sites and liaising with the CEO and the outreach youth service lead for appropriate and current topics to promote.

Outreach

We have worked very hard at developing community links. Aly Ede our Outreach/Service Lead has been very busy re-establishing old partners links and making new connections. We have great connections with the local schools, the College and the University. Aly and some of the team go into local schools to support children who find it difficult to travel to Chichester and will offer workshops on anxiety and exam stress.
We have further promoted offers of activities in the community, such as football, yoga, boxing, personal training, Bushcraft, and sailing. All activities are supported by our trained staff, giving the young people an opportunity to have emotional support, albeit in a different location.

FINANCIAL REVIEW

As a charity, we are wholly reliant on agencies, trusts and donors that recognise and understand the value of our work with young people and wish to support us and help us to develop. A full list of contributors is included at the end of this Report.

We have a policy of building financial reserves that will enable us to continue to provide our services for a limited time in the event that there is an interruption in incoming funding. Our policy is to build and hold cash reserves of a minimum of 3 month's normal operating expenses. Ideally, we would like to increase these reserves to cover 6 months, as the services we offer are so critical to the young people who would suffer if we had to implement restrictions.

In order to diversify our funding base we employ Juliet Stallard of Footprint Funding, on a part time basis, who is enabling us to establish a strong fundraising strategy going forward. The aim is to build a diversified base of funding from a larger spread of organisations so that we do not become too dependent upon one organisation. Considerable success has been achieved in this diversification in the past 4 years.

Reserves Policy

Background

Since becoming a Charitable Company Limited by Guarantee in 2012, Young People's Shop has been concerned to ensure its financial competence. With regard to holding money in reserve, the trustees have been guided by the Charity Commission and have sought advice from other reputable bodies in order to determine policy.

Policy Statement

It is the policy of the Young People's Shop to ensure that it holds reserves to protect the charity against drops in income and to allow the charity to take advantage of new opportunities for the benefit of its clients. The Young People's

REPORT OF THE TRUSTEES

Shop recognises that its reserves may be spent on any of its aims. The Young People's Shop aims to build and hold funds in reserve that will support a minimum of 3 months and preferably 6 months of operating costs. In terms of the current operating budget, this means a sum of approximately £140,000 to cover 6 months costs. At the balance sheet date, the charity's free reserves totalled £76,681.

Procedures

In order to ensure that the Young People's Shop maintains sufficient but not excessive reserves, and in order to both meet its needs and be financially stable, the following procedures will be adopted:

- Regular appraisal of the project's reserves by the Board
- Reporting of financial reserves at all trustee meetings
- Establishing criteria for holding a minimum level of free reserves to cover essential project running costs to include: rent; utilities; insurance; governance; wages; expenses; telephone/broadband; and general admin costs.
- Ensuring monies set aside for specific purposes e.g. building works are noted as being separate from the Project's general reserves
- Establishing a time period that general reserves should cover. Currently seen as three months and ideally six months
- Monitoring and reviewing the Project's reserves by the Trustees on an annual basis

PLANS FOR FUTURE PERIODS

The charity has a well-established team and is in a very good position to move forward and plan for the future. The team continually strive to improve the service offered to young people by asking young people for feedback. We also continually monitor the standard of counselling, and ES support through good clinical supervision. On-going professional development is a fundamental for all staff and volunteers working at the shop. There is a programme of training offered through the year reflecting the needs of the young people the charity supports. Managerial staff supervision continues to be on a regular basis (4-6 weeks) although communication between the team is very good and anything which needs to be addressed urgently is done so. We have staff meetings every two weeks, a general meeting and a safeguarding meeting. The safeguarding meeting is to ensure a good standard of safeguarding monitoring is maintained.

Since re-opening in July 2021, we have seen people with more complex mental health issues, learning disabilities and autism accessing the centre. We have made reasonable adjustments to the way in which we practice, we have also identified a need for more training and robust risk assessing which have played a key role in supporting staff and young people. However, we continue to offer the fundamental thing that all young people need - a safe, confidential space which they can continue to access through difficult times.

It is our aim in the coming year:

- To continue to maintain our exceptionally high standard of emotional support and counselling supporting young people holistically.
- To continue to maintain a robust safeguarding standard, with all staff, volunteers and counsellors being updated on new protocols and procedures and supported after a safeguarding has been raised.
- To continue to offer a high standard of supervision for YPS counsellors. With supervisors having qualifications in supervision and working with young people.
- To continue supporting young people in Littlehampton and Bognor through our hubs at Creative Heat (Littlehampton) and The 39 Club (Bognor). (dependant on funding)
- To continue to stay open late two evenings a week at our base in Chichester (dependent on funding)
- To continue to offer both creative and physical activities to young people
- To continue to develop the young person's panel, organising workshops and groups and focusing on various topics and themes impacting young people. Facilitating an environment for young people to feel heard, and valued, to create new friendships and ultimately create a community. To continue to focus on promoting activities to support physical health in the community.
- To use free spaces offered in the community for joint working and continued partnerships.
- To continue to represent the project at multi-agency meetings to ensure as many young people know of our services as possible in a time when many other statutory services are diminishing.
- To continue to pursue funding streams. We have employed Footprint Fundraising to achieve a strong funding pipeline and to continue to develop a clear fundraising strategy for the future.
- To continually monitor and recognise what training requirements are needed with particular emphasis on accommodating those with complex trauma, suicidal ideation, those that self-harm and ongoing support for

REPORT OF THE TRUSTEES

people from the transgender community. For staff and volunteers to have the skill and competence to continue supporting young people in an ever changing and uncertain environment.
- To continue to offer a high standard of training to all core staff, and volunteers, focusing on current and relevant topics.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2019 (FRS 102);
- 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 adequate 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. 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.

In so far as the trustees are aware:

- there is no relevant 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 information and to establish that the auditor is aware of that information.

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

APPOINTMENT OF INDEPENDENT EXAMINER

The charity remained below the audit threshold for the year under review and appointed Geoffrey Frost of Blue Spire Limited as independent examiner.

This report has been prepared having taking advantage of the small companies' exemption in the Companies Act 2006. Approved by the trustees and signed on their behalf.



Richard Lang
Chairman

17 November 2025
Date

INDEPENDENT EXAMINER'S REPORT

Independent Examiner's Report to the Trustees of Young People's Shop Ltd

I report to the charity trustees on my examination of the accounts of the charitable company for the year ended 31 March 2025 which are set out on pages 9 to 17.

Responsibilities and basis of report
As the charity trustees of the charitable company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the charitable company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charitable company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement
Since the charitable company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the charitable company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Geoffrey Frost BSc(Hons) FCA
Blue Spire Limited
Cawley Priory
South Pallant
Chichester
West Sussex
PO19 1SY

Date 17 November 2025

YOUNG PEOPLE'S SHOP LTD

UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT)

	Note	Unrestricted Funds £	Restricted Funds £	2025 Total Funds £	2024 Total Funds £
INCOME AND ENDOWMENTS FROM:					
Donations and legacies	**1**	80,260	166,102	246,362	257,418
Investments - bank interest	**2**	1,128	-	1,128	891
Total		81,388	166,102	247,490	258,309
EXPENDITURE ON:					
Raising funds	**3**	29,269	-	29,269	13,283
Charitable activities	**4**	84,538	160,793	245,331	192,770
Total resources expended		113,807	160,793	274,600	206,053
Net Income/(expenditure)		(32,419)	5,309	(27,110)	52,256
TRANSFERS					
Gross transfers between funds	**11**	4,199	(4,199)	-	-
Net movement in funds		(28,220)	1,110	(27,110)	52,256
RECONCILIATION OF FUNDS					
Total funds brought forward	**11**	104,901	34,649	139,550	87,294
Total funds carried forward	**11**	76,681	35,759	112,440	139,550

The charity has no recognised gains or losses other than those dealt with in the statement of financial activities.

YOUNG PEOPLE'S SHOP LTD

UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

BALANCE SHEET AS AT 31 MARCH 2025

	Note	2025 £	2025 £	2024 £	2024 £
CURRENT ASSETS					
Debtors	**7**	5,000		5,000	
Cash at hand and in bank		153,414		200,291	
Total current assets		158,414		205,291	
CURRENT LIABILITIES					
Creditors: amounts falling due within one year	**8**	45,974		65,743	
Net current assets/(liabilities)			112,440		139,548
Net assets/(liabilities)			112,440		139,548
THE FUNDS OF THE CHARITY					
Restricted funds	**11**		35,759		34,649
General fund		76,681		104,901	
Total unrestricted funds	**11**		76,681		104,901
Total charity funds	**11**		112,440		139,550

For the year ending 31 March 2025 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476;
- The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

The financial statements have been prepared in accordance with the provisions of the Companies Act 2006 applicable to companies subject to the small companies regime.

The accompanying notes form part of these financial statements.

Approved by the trustees and signed on their behalf.



Richard Lang
Chairman

Date 17 November 2025

Young People's Shop Ltd
Company number: 07968887
Charity number: 1148771

ACCOUNTING POLICIES

General information, scope and basis of the financial statements
Young People's Shop Ltd is a registered charity, established as a company limited by guarantee in England with the company number 07968887. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered and principal office is given in the charity information page of these financial statements and the nature of the charity's operations and principal activities are detailed in the trustees' report.

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 , UK Generally Accepted Accounting Practice and the provisions for small entities under FRS 102 1A and therefore do not include a statement of cash flows.

The financial statements are prepared on a going concern basis under the historical cost convention. The financial statements are prepared in sterling which is the functional currency of the charity and rounded to the nearest £.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

Income
All incoming resources are included in the Statement of Financial Activities (SoFA) when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

Income from trading activities includes income earned from affiliation fees charged to raise funds for the charity and is recognised when entitlement has occurred.

For donations to be recognised the charity will have been notified of the amounts and the settlement date in writing. If there are conditions attached to the donation and this requires a level of performance before entitlement can be obtained then income is deferred until those conditions are fully met or the fulfilment of those conditions is within the control of the charity and it is probable that they will be fulfilled.

Expenditure
All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably.

It is categorised under the following headings:

- Raising funds; includes costs associated with seeking donations and fundraising events and initiatives
- Charitable activities; includes all costs incurred in undertaking activities that further the charity's aims for the benefit of beneficiaries

Grants payable to third parties are within the charitable objectives. Where unconditional grants are offered, this is accrued as soon as the recipient is notified of the grant, as this gives rise to a reasonable expectation that the recipient will receive the grants. Where grants are conditional relating to performance then the grant is only accrued when any unfulfilled conditions are outside of the control of the charity.

Governance costs
Governance costs are any costs associated with the strategic as opposed to day-to-day management of the charity's activities. These costs include the cost of any administrative support provided to the trustees such as external audit, legal advice for trustees and costs associated with constitutional and statutory requirements.

VAT
The charity is not registered for VAT and cannot therefore recover any VAT incurred on expenditure. Irrecoverable VAT is accounted for within the expenditure category to which the underlying costs relate.

Taxation
The Charity is an exempt Charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in sections 466 to 493 Corporation Tax Act 2010 (CTA 2010), as such no income tax is payable on the Charity's activities.

ACCOUNTING POLICIES

Debtors and creditors receivable / payable within one year
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 expenditure.

Cash and cash equivalents
Cash and cash equivalents includes cash at bank and in hand available for the charity's use.

Funds
Unrestricted funds
Unrestricted funds 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.

Restricted funds
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.

Going concern
The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

NOTES TO THE FINANCIAL STATEMENTS

1. Donations and legacies

	Unrestricted Funds £	Restricted Funds £	2025 Total Funds £	Unrestricted Funds £	Restricted Funds £	2024 Total Funds £
Donations	80,260	166,102	246,362	108,312	149,106	257,418
	80,260	166,102	246,362	108,312	149,106	257,418

2. Investment income

	Unrestricted Funds £	Restricted Funds £	2025 Total Funds £	Unrestricted Funds £	Restricted Funds £	2024 Total Funds £
Bank interest	1,128	-	1,128	891	-	891
	1,128	-	1,128	891	-	891

3. Raising funds

	Unrestricted Funds £	Restricted Funds £	2025 Total Funds £	Unrestricted Funds £	Restricted Funds £	2024 Total Funds £
Fundraising costs	29,269	-	29,269	13,283	-	13,283
	29,269	-	29,269	13,283	-	13,283

4. Charitable activities

	Unrestricted Funds £	Restricted Funds £	2025 Total Funds £	Unrestricted Funds £	Restricted Funds £	2024 Total Funds £
Clinical salaries and service provision	36,492	96,060	132,552	32,871	76,982	109,853
Other direct costs of charitable activities	-	19,633	19,633	3,149	1,174	4,323
Premises costs	6,706	24,453	31,159	2,996	23,081	26,077
Support and governance costs:						
Travel and subsistence costs	1,123	696	1,819	1,763	-	1,763
Administrative salaries	23,424	17,068	40,492	11,597	24,739	36,336
Legal and professional fees	4,845	-	4,845	2,256	-	2,256
Other administrative costs	9,921	2,883	12,804	7,319	3,034	10,353
Bank charges	227	-	227	9	-	9
Independent examiner's fees	1,800	-	1,800	1,800	-	1,800
	84,538	160,793	245,331	63,760	129,010	192,770

NOTES TO THE FINANCIAL STATEMENTS

5. Independent examiner's' fees

	Unrestricted Funds £	Restricted Funds £	2025 Total Funds £	Unrestricted Funds £	Restricted Funds £	2024 Total Funds £
Examination	1,800	-	1,800	1,800	-	1,800
Other services	4,811	-	4,811	2,256	-	2,256
	6,611	-	6,611	4,056	-	4,056

6. Wages and salaries and related party transactions

	2025 Total Funds £	2024 Total Funds £
Gross wages	134,393	121,397
Employer's national insurance costs	4,921	3,010
Employer's pension costs	3,747	3,500
	143,061	127,907

	2025 Total	2024 Total
Staff numbers:		
Average head count	7	7

The charity's key management personnel, as set out on page 1, received employment benefits totalling £85,535 (2024: £79,492) during the year under review. Additionally the charity's key management personnel were reimbursed travel and subsistence expenses totalling £591 (2024: £372) with a further £2,149 charged as sessional staff which are incurred across general and unestricted funds.

No trustee directors, nor any person or related to them, received remuneration or reimbursed expenses during the year under review or the comparative year. Additionally the charity did not transact with any entity a trustee director, nor any person related to them, had a financial interest in.

7. Debtors

	Unrestricted Funds £	Restricted Funds £	2025 Total Funds £	Unrestricted Funds £	Restricted Funds £	2024 Total Funds £
Rent deposit	5,000	-	5,000	5,000	-	5,000
	5,000	-	5,000	5,000	-	5,000

NOTES TO THE FINANCIAL STATEMENTS

8. Creditors: amounts falling due within one year

	Unrestricted Funds £	Restricted Funds £	2025 Total Funds £	Unrestricted Funds £	Restricted Funds £	2024 Total Funds £
Trade creditors	9,702	-	9,702	6,209	-	6,209
Deferred income	31,735	-	31,735	55,959	-	55,959
Other taxes and social security	2,020	-	2,020	1,773	-	1,773
Other creditors	717	-	717	2	-	2
Accruals	1,800	-	1,800	1,800	-	1,800
	45,974	-	45,974	65,743	-	65,743

9. Deferred income

	Brought forward £	Released in year £	Deferred in year £	Carried forward £
Donation and grant income for subsequent years	55,959	(55,959)	31,735	31,735
	55,959	(55,959)	31,735	31,735

10. Analysis of net assets between funds

	Unrestricted Funds £	Restricted Funds £	2025 Total Funds £	Unrestricted Funds £	Restricted Funds £	2024 Total Funds £
Net current assets/(liabilities)	76,681	35,759	112,440	104,901	34,649	139,550
	76,681	35,759	112,440	104,901	34,649	139,550

NOTES TO THE FINANCIAL STATEMENTS

11. Analysis of net movement in funds

	Year ended 31 March 2025					
	Total funds brought forward £	Total incoming resources £	Total resources expended £	Transfers between funds £	Foreign exchange gains/(losses) £	Total funds carried forward £
Restricted funds						
Equip and sensory room	2,098	-	-	-	-	2,098
Counselling volunteer costs	642	-	(642)	-	-	-
Light heat power and other utilities	83	-	(83)	-	-	-
Rent and property costs	11,520	-	(11,520)	-	-	-
John Pritchard Trust	-	15,000	(6,000)	-	-	9,000
The F Glenister Woodger Trust	-	10,000	(4,000)	-	-	6,000
Certas	-	850	(850)	-	-	-
Clarions	-	828	(828)	-	-	-
Co-Op Community	-	1,409	(1,014)	-	-	395
Global Make Some Noise	-	31,100	(27,904)	-	-	3,196
Hyde Charitable Trust	-	9,213	(9,185)	-	-	28
Shanly Foundation	-	1,458	(1,458)	-	-	-
Southern Co-Op	-	10,000	(10,000)	-	-	-
TK Maxx	-	500	(500)	-	-	-
Million Hours Fund (MHF)	3,665	21,864	(15,546)	(4,258)	-	5,725
BBC Children in Need	-	8,333	(8,333)	-	-	-
National Lottery	-	25,717	(24,667)	-	-	1,050
Volunteer coordinator	2,774	-	(2,774)	-	-	-
Clinical Supervision	2,100	-	(2,100)	-	-	-
Wellbeing / Yoga	1,706	-	-	-	-	1,706
Refreshments for shop	1,668	-	-	-	-	1,668
Youth engagement	-	-	-	-	-	-
Publicity	-	-	-	-	-	-
Hosting / live webchat etc	893	-	(900)	7	-	-
Sussex Community Foundation	7,500	-	(7,500)	-	-	-
Chichester City Council	-	5,000	(5,050)	50	-	-
Tesco Community Fund	-	1,125	(1,125)	-	-	-
Alphatrack Systems	-	4,992	(4,992)	-	-	-
Goodwood Estate	-	3,290	(3,290)	-	-	-
Hendy Foundation	-	1,500	(208)	-	-	1,292
Tesco Community Fund (Bognor)	-	1,000	(1,000)	-	-	-
Tesco Community Fund (Brinsbury)	-	1,000	(1,000)	-	-	-
Tesco Community Fund (Littlehampton	-	1,119	(1,119)	-	-	-
Chichester District Council	-	5,476	(5,478)	2	-	-
Friarsgate Trust	-	3,828	(1,227)	-	-	2,601
Miller Homes	-	1,000	-	-	-	1,000
Pagham Pram Race	-	500	(500)	-	-	-
Total restricted funds	34,649	166,102	(160,793)	(4,199)	-	35,759
Unrestricted funds						
General fund	104,901	81,388	(113,807)	4,199	-	76,681
Total unrestricted funds	104,901	81,388	(113,807)	4,199	-	76,681
Total funds	139,550	247,490	(274,600)	-	-	112,440

NOTES TO THE FINANCIAL STATEMENTS

12. Description of restricted funds

Equip and sensory room	Funds received from Morrisons Foundation towards the cost of equipping the Sensory Room.
Counselling volunteer costs	Funds received towards the cost of counselling volunteers.
Light heat power and other utilities	Funds received towards the energy costs of the charity.
Rent and property costs John Pritchard Trust The F Glenister Woodger Trust	Funds received from The F Glenister Woodger Trust and John Pritchard Trust towards the property costs of the charity.
Certas Clarions Co-Op Community Global Make Some Noise Hyde Charitable Trust Shanly Foundation Southern Co-Op TK Maxx	Funds received from Certas, Clarions, Co-Op Community Foundation, Global Make Some Noise, Hyde Charitable Trust, Shanly Foundation, Southern Co-Op and TK Maxx to support the charity's Emotional Support Service.
Million Hours Fund	Funds received from The National Lottery Community Fund to provide additonal services to young people.
BBC Children in Need	Funds received from BBC Children in Need towards the salary costs of the clinical lead.
National Lottery	Funds received from National Lottery towards the salary costs of a senior support worker, youth activities leader and the operations manager.
Volunteer coordinator	Funds received towards the salary costs of a volunteer coordinator.
Clinical Supervision	Funds received from Chichester City Council towards the cost of clinical supervision.
Wellbeing / Yoga	Funds received towards the costs of youth engagement events.
Refreshments for shop	Funds received towards the costs of refreshments.
Hosting / live webchat etc	Funds received from National Lottery towards the costs of hosting web meetings.
Sussex Community Foundation	Funds received from Sussex Community Foundation towards the salary costs of the clinical lead.
Chichester City Council Tesco Community Fund	Funds received from Chichester City Council and Tesco Community Fund toward the cost of counselling sessions in Chichester.
Alphatrack Systems	Funds received from AlphaTracks towards the costs of new computer equipment.
Goodwood Estate	Funds received from Goodwood Estate towards the salary costs costs of the charity's office administrator.
Hendy Foundation	Funds received from Hendy Foundation towards the costs of training.
Tesco Community Fund (Bognor) Tesco Community Fund (Brinsbury) Tesco Community Fund (Littlehampton)	Funds received from Tesco Commnity Fund towards the costs of support sessions at Bognor, Brinsbury and Littlehampton.
Chichester District Council Friarsgate Trust Miller Homes	Funds received from Chichester District Council, Friarsgate Trust and Miller Homes towards the costs of supporting volunteers in their role.
Pagham Pram Race	Funds received from Pagham Pram Race towards the costs of training.

Young People's Shop Ltd

England & Wales - Charity number 1148771

Accounts

YOUNG PEOPLE'S SHOP LTD

Trustees' Report

and Unaudited Financial Statements

for the year ended 31 March 2024

Registered Charity Number 1148771
Registered Company Number 07968887

YOUNG PEOPLE'S SHOP LTD

UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

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YOUNG PEOPLE'S SHOP LTD

UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

CHARITY INFORMATION

Trustees

Richard Lang, Chair	
Isobel Cordery, Finance and Treasury Control	(appointed on 21 June 2024)
Lindsay Campbell	(appointed on 5 April 2024)
Camilla Green	(appointed on 17 November 2023)
Maureen Doyle	
Melissa Marlow	(resigned on 8 November 2023)
Sara Pickford	
Ali Meyrick	

Key Management Personnel

Catherine Burnard	Chief Executive Officer
Aly Ede	Youth Services and Outreach Lead
Philippa Hagon	Counselling Lead

Registered and Principal Office

29 South Street
Chichester
West Sussex
PO19 1EL

Registered Charity Number

1148771

Registered Company Number

07968887

Independent Examiner

Geoffrey Frost BSc (Hons) FCCA
Blue Spire Limited
Cawley Priory
South Pallant
Chichester
West Sussex
PO19 1SY

Affiliations and memberships

British Association of Counselling & Psychotherapy BACP

INTRODUCTION TO YOUNG PEOPLE'S SHOP

Young People's Shop (formerly the Chichester Information Shop) was established 25 years ago in 1999 under the governance of West Sussex County Council. Following funding cuts in 2009, it became an independent stand-alone service and in 2012 the organisation became a charitable company limited by guarantee. This preserved its ability to continue operating within the guidelines set by the National Youth Agency in 1993 for Information Shops, and to work to the Quality Standards set by Youth Access (the national organisation for Youth Information, Advice & Counselling Services - YIACS).

The project initially sought to retain and preserve its open-ended counselling service for young people, operating from a room within Chichester Boys' Club. In December 2019, due the impact of the Covid-19 pandemic, the charity moved out of its old premises at The Boys Club into Little London. The premises had been invaluable to the project from 2012 but had become too small and cramped to cope with the growth being experienced and to accommodate future plans. New premises were identified, and YPS moved into them in June 2021. Since re-opening, the activity level at the charity has ballooned. Partly this is due to significantly better premises and partly due to the surge in demand for our services following the end of the lockdowns and more recently, the impact on society of the cost-of-living increases.

REPORT OF THE TRUSTEES

The trustees hereby present their Annual Report for the purposes of the Charities Act 2011 and Sections 416 to 419 of the Companies Act 2006, together with the accounts for the year ended 31 March 2024. The trustees have adopted the provisions of the Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard (FRS 102).

STRUCTURE GOVERNANCE AND MANAGEMENT

Governing Document
The organisation is a charitable company limited by guarantee (with no share capital), incorporated on 28 February 2012 and registered as a charity on 31st August 2012. The Memorandum and Articles of Association form the governing document.

Trustee Directors
The directors, as defined in the Memorandum and Articles, act as both the directors of the company and, since the organisation is a registered charity, also as its charitable trustees. The Board of Directors provides the strategic leadership for the organisation. All members give their time voluntarily and receive no benefits from the charity. The Board meets quarterly, or more frequently if circumstances demand, and encourages the attendance of a member of the Operations Management Team, whose input is of equal weight as that of a trustee.

Trustees are appointed via recommendation from existing trustees followed by interview.

The Operations Management Team
The Operations Management Team (made up of the CEO, Outreach/ youth service lead, and counselling lead) runs the service and meets together on a weekly basis. Several changes took place within the team during the period. The team reports to the Directors and a member of the management team attends the Board meetings. In the second quarter of 2021 a new team was formed from a group of new participants. The new team is headed by the CEO, Cathy Burnard.

Volunteers
Volunteers are central to the work we do here at YPS. We have 14 drop-in workers, volunteer counsellors and seven trustees.

Many of our volunteers working in the drop-in service (providing emotional support, sexual health services and signposting) are very experienced. Most have worked with young people, so already have a good working knowledge of young people and their needs.
Before they commence with us, they attend training, facilitated by our Volunteer Lead (Georgie Harris). The training package includes safeguarding training and an introduction to our policies and procedures, self-harm, data protection, child sexual exploitation, and prevent training. The training also provides an insight into who we are, how we operate and some of the fundamentals of emotional support.
Some of the volunteers are studying Psychology at Chichester University, therefore looking for experience in working in a mental health field and have proved to be of tremendous help to the charity.
Our counselling team is made up of a mixture of qualified and trainee counsellors. All counsellors work from a humanistic modality and benefit from fortnightly clinical supervision and training opportunities within the charity. On induction all counsellors receive specific mandatory training on counselling young people including safeguarding and confidentiality. In September 2022, we included LGBTQ training to our list of mandatory training.

OBJECTIVES AND ACTIVITIES

The object of the charity, as set out in the governing document, is the relief of the physical and mental sickness of young people aged 11 to 25 in Chichester and its environs by the provision of counselling and support.

The trustees confirm that they have paid due regard to the guidance given by the Charity Commission on public benefit.

The project aims to make fully accessible for all young people the information and support they need to enable them to become fully participative members of the community and active, independent citizens by:

- offering support and counselling to young people where need for such services is identified and assessed.
- where appropriate, remote counselling / emotional support can be accessed.

REPORT OF THE TRUSTEES

- offering to all young people a focal point for the provision of independent information and advice, free from bias on the wide range of issues which affect their lives – for example, education, employment and training, family and relationships, health issues, housing and homelessness, justice and equality, money matters, and sport, travel and leisure.
- encouraging young people to maximise the benefits of the wide range of opportunities available to them
- encouraging and developing opportunities for volunteering
- providing the services on offer via staff who are trained and accustomed to working with young people
- actively seeking the participation of young people in the planning, development, management, delivery and evaluation of a service centred on their needs
- monitoring the needs of and provision for young people in the locality in order to inform the decision-making of local and national government
- we have a robust safeguarding protocols and procedures in place, with ongoing regular training for all staff and volunteers. We raise safeguarding concerns and incidents to The Integrated Front Door West Sussex if a young person is at harm to self or others.

Mission Statement
To support young people between 11 and 25 through life's challenges, and with their mental health and emotional wellbeing.

Vision Statement
YPS's vision is to ensure that no young person need struggle alone.

Our Values
Empowerment: We empower young people to take charge of their lives, make informed decisions, and to focus on a bright future.
Immediate Support: We offer immediate support, ensuring young people do not have to face their challenges alone.
Holistic Wellbeing: We focus on both mental and physical wellbeing because we understand that true wellness encompasses the whole person.
Youth Leadership: We are led by the young people who access the service. Their voices and ideas steer our direction.
The service subscribes to the ethical framework of the British Association of Counselling & Psychotherapy (BACP)

ACHIEVEMENTS AND PERFORMANCE

Supporting Young People
We are currently open Monday-Friday 2pm-6pm. Our service looks at the young people holistically, encompassing the physical and the psychological.
The Young People's Shop opened its doors to our new premises on 26th July 2021. Since opening we have very quickly established ourselves as a safe place for young people.

The charity in the past year has gone from strength to strength, with a core staff team of seven employees.
We are fortunate to have a regular steady funding stream. We have been able to run more activities for young people and open the shop for longer hours on a Monday and Tuesday evening, offering additional emotional support, as well as craft and activities to promote physical health.

The shop now has hubs in Bognor and Littlehampton on a Wednesday and Thursday evening offering emotional support and signposting.

Emotional support
- We offer a face-to-face emotional support service.
- The emotional support lasts for 30-minutes and can be re-booked as and when required.
- Young people waiting for counselling will sometimes choose to access our emotional support service until a counselling space has become available. Looking at recent statistics some young people will never access counselling, instead are happy to come in for the 30-minute emotional support sessions.
- The NHS sexual health support changed over the lock down period and can now be accessed online, we support young people to access the service and collect condoms and STI testing kits.
- Craft activities and games are offered alongside the emotional support sessions to build up a rapport and trust between the emotional support worker and the young person.

REPORT OF THE TRUSTEES

- Emotional support is bespoke service tailored to the individual. The ES worker will access the needs of the young person, being mindful and considering their needs. Supporting to build confidence and resilience for the future.

Counselling service

- Most counsellors are working face to face, however if the young person requests online counselling this is also provided. Young people have up to 6 months of free counselling although in cases of special need this can be extended.
- There are currently 6 supervision groups with space for 4 counsellors in each.
- We can have up to 24 counsellors, this number fluctuates throughout the year.
- There are typically between 50 and 60 young people receiving counselling at any one time with approximately the same number on the waiting list.

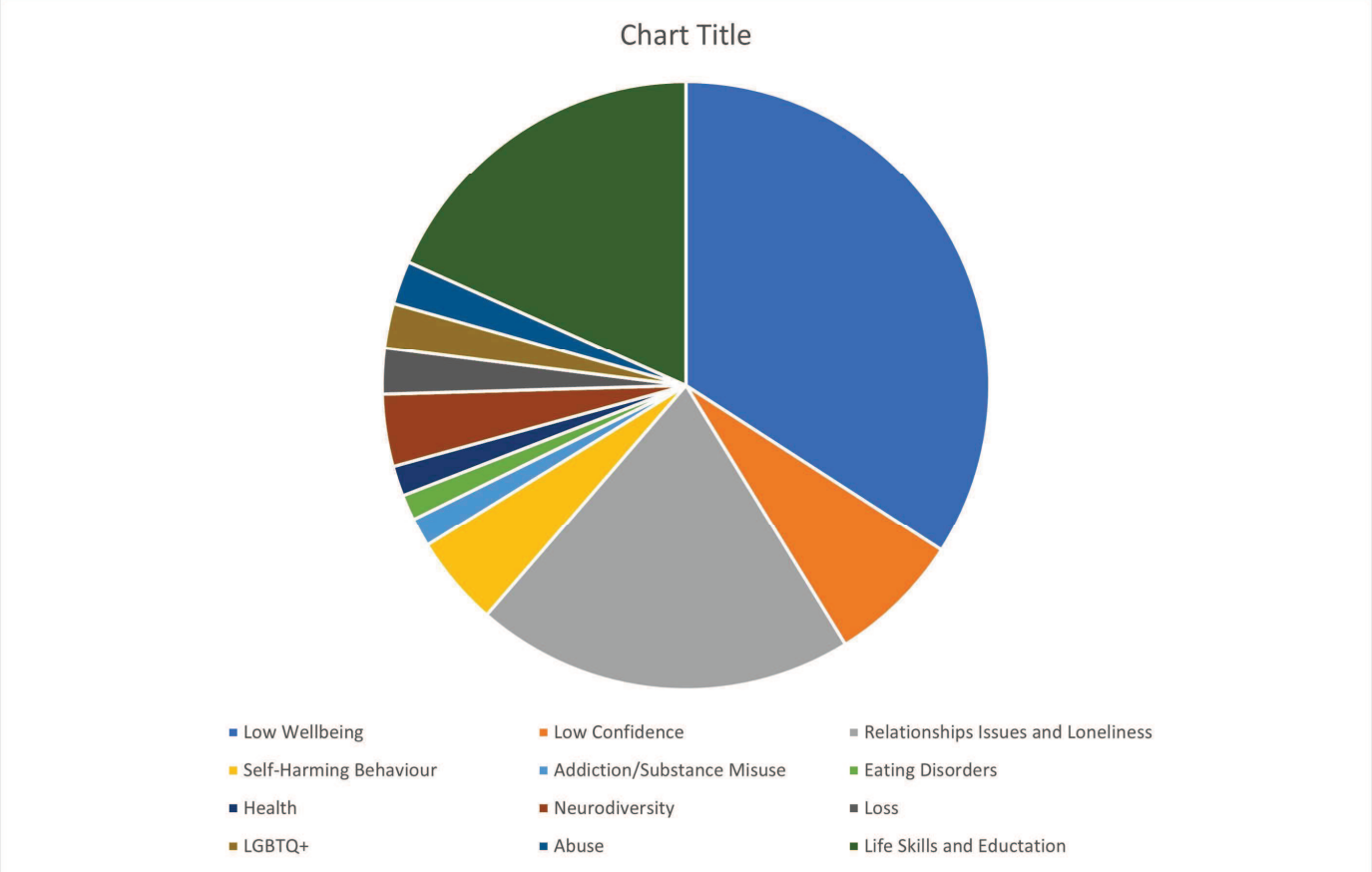
Social media

We have continued to increase our social media presence. Our admin and marketing manager (Claire Akehurst) is responsible for updating our social media sites and liaising with the CEO and the outreach youth service lead for appropriate and current topics to promote.

Outreach

We have worked very hard at developing community links. Aly Ede our Outreach/Service Lead has been very busy re-establishing old partners links and making new connections. We have great connections with the local schools, the College and the University. Aly and some of the team go into local schools to support children who find it difficult to travel to Chichester and will offer workshops on anxiety and exam stress.
We have further promoted offers of activities in the community, such as skateboarding, yoga, boxing, personal training, Bushcraft, and sailing. All activities are supported by our trained staff, giving the young people an opportunity to have emotional support, albeit in a different location.

Presenting Issues Seen in Emotional Support Sessions



REPORT OF THE TRUSTEES

FINANCIAL REVIEW

As a charity, we are wholly reliant on agencies, trusts and donors that recognise and understand the value of our work with young people and wish to support us and help us to develop. A full list of contributors is included at the end of this Report.

We have a policy of building financial reserves that will enable us to continue to provide our services for a limited time in the event that there is an interruption in incoming funding. Our policy is to build and hold cash reserves of a minimum of 3 month's normal operating expenses. Ideally, we would like to increase these reserves to cover 6 months, as the services we offer are so critical to the young people who would suffer if we had to implement restrictions.

In order to diversify our funding base we employ Juliet Stallard of Footprint Funding, on a part time basis, who is enabling us to establish a strong fundraising strategy going forward. The aim is to build a diversified base of funding from a larger spread of organisations so that we do not become too dependent upon one organisation. Considerable success has been achieved in this diversification in the past 2 years.

Reserves Policy
Background
Since becoming a Charitable Company Limited by Guarantee in 2012, Young People's Shop has been concerned to ensure its financial competence. With regard to holding money in reserve, the trustees have been guided by the Charity Commission and have sought advice from other reputable bodies in order to determine policy.

Policy Statement
It is the policy of the Young People's Shop to ensure that it holds reserves to protect the charity against drops in income and to allow the charity to take advantage of new opportunities for the benefit of its clients. The Young People's Shop recognises that its reserves may be spent on any of its aims. The Young People's Shop aims to build and hold funds in reserve that will support a minimum of 3 months and preferably 6 months of operating costs. In terms of the current operating budget, this means a sum of £125,000 to cover 6 months costs. At the balance sheet date the charity's free reserves totalled £104,101.

Procedures
In order to ensure that the Young People's Shop maintains sufficient but not excessive reserves, and in order to both meet its needs and be financially stable, the following procedures will be adopted:

- Regular appraisal of the project's reserves by the Board
- Reporting of financial reserves at all trustee meetings
- Establishing criteria for holding a minimum level of free reserves to cover essential project running costs to include: rent; utilities; insurance; governance; wages; expenses; telephone/broadband; and general admin costs.
- Ensuring monies set aside for specific purposes e.g. building works are noted as being separate from the Project's general reserves
- Establishing a time period that general reserves should cover. Currently seen as three months and ideally six months
- Monitoring and reviewing the Project's reserves by the Trustees on an annual basis

PLANS FOR FUTURE PERIODS

The charity has a well-established team and is in a very good position to move forward and plan for the future. The team continually strive to improve the service offered to young people by asking young people for feedback. We also continually monitor the standard of counselling, and ES support through good clinical supervision. On-going professional development is a fundamental for all staff and volunteers working at the shop. There is a programme of training offered through the year reflecting the needs of the young people the charity supports. Three members of staff from the core team now have a qualification in counselling children and young people and have started to roll out training for all staff.
Managerial staff supervision continues to be on a regular basis (4-6 weeks) although communication between the team is very good and anything which needs to be addressed urgently is done so. We have staff meetings every two weeks, a general meeting and a safeguarding meeting. The safeguarding meeting is to ensure a good standard of safeguarding monitoring is maintained.

Since re-opening in July 2021, we have seen people with more complex mental health issues, learning disabilities and autism accessing the centre. We have made reasonable adjustments to the way in which we practice, we have also

REPORT OF THE TRUSTEES

identified a need for more training and robust risk assessing which have played a key role in supporting staff and young people. However, we continue to offer the fundamental thing that all young people need - a safe, confidential space which they can continue to access through difficult times.

It is our aim in the coming year:

- To continue to support Launch pad (alternative provision for secondary school pupils, struggling in mainstream school). Offering counselling, all counsellors will be qualified. Supervision will be paid for by Launchpad.
- To continue to offer a high standard of supervision for YPS counsellors. With supervisors having qualifications in supervision and working with young people.
- To continue supporting young people in Littlehampton and Bognor through our hubs at Creative Heat (Littlehampton) and The 39 Club (Bognor).
- To continue to develop the young person's panel, organising workshops and groups and focusing on various topics and themes impacting young people. Facilitating an environment for young people to feel heard, and valued, to create new friendships and ultimately create a community. To continue to focus on promoting activities to support physical health in the community.
- To use free spaces offered in the community for joint working and continued partnerships.
- To continue to represent the project at multi-agency meetings to ensure as many young people know of our services as possible in a time when many other statutory services are diminishing.
- To continue to pursue funding streams. We have employed Footprint Fundraising to achieve a strong funding pipeline and to continue to develop a clear fundraising strategy for the future.
- To continually monitor and recognise what training requirements are needed with particular emphasis on accommodating those with complex trauma, suicidal ideation, those that self-harm and ongoing support for people from the transgender community. For staff and volunteers to have the skill and competence to continue supporting young people in an ever changing and uncertain environment.
- To continue to offer a high standard of training to all core staff, and volunteers, focusing on current and relevant topics.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2019 (FRS 102);
- 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 adequate 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. 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.

In so far as the trustees are aware:

- there is no relevant 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 information and to establish that the auditor is aware of that information.

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

REPORT OF THE TRUSTEES

APPOINTMENT OF INDEPENDENT EXAMINER

The charity remained below the audit threshold for the year under review and appointed Geoffrey Frost of Blue Spire Limited as independent examiner.

This report has been prepared having taking advantage of the small companies' exemption in the Companies Act 2006.

Approved by the trustees and signed on their behalf.



Richard Lang
Chairman

15 November 2024
Date

INDEPENDENT EXAMINER'S REPORT

Independent Examiner's Report to the Trustees of Young People's Shop Ltd

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2024 which are set out on pages 10 to 18.

Responsibilities and basis of report
As the charity trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement
Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Geoffrey Frost BSc(Hons) FCA
Blue Spire Limited
Cawley Priory
South Pallant
Chichester
West Sussex
PO19 1SY

Date 20 November 2024

YOUNG PEOPLE'S SHOP LTD

UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT)

	Note	Unrestricted Funds £	Restricted Funds £	2024 Total Funds £	2023 Total Funds £
INCOME AND ENDOWMENTS FROM:					
Donations and legacies	**1**	108,315	149,106	257,421	169,549
Investments - bank interest	**2**	891	-	891	109
Total		109,206	149,106	258,312	169,658
EXPENDITURE ON:					
Raising funds	**3**	13,283	-	13,283	10,256
Charitable activities	**4**	63,760	129,012	192,772	208,676
Total resources expended		77,043	129,012	206,055	218,932
Net Income/(expenditure)		32,163	20,094	52,257	(49,274)
TRANSFERS					
Gross transfers between funds	**11**	-	-	-	-
Net movement in funds		32,163	20,094	52,257	(49,274)
RECONCILIATION OF FUNDS					
Total funds brought forward	**11**	72,738	14,555	87,293	136,567
Total funds carried forward	**11**	104,901	34,649	139,550	87,293

The charity has no recognised gains or losses other than those dealt with in the statement of financial activities.

YOUNG PEOPLE'S SHOP LTD

UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

BALANCE SHEET AS AT 31 MARCH 2024

	Note	2024 £	2024 £	2023 £	2023 £
CURRENT ASSETS					
Debtors	**7**	5,000		5,000	
Cash at hand and in bank		200,293		185,205	
Total current assets		205,293		190,205	
CURRENT LIABILITIES					
Creditors: amounts falling due within one year	**8**	65,743		102,912	
Net current assets/(liabilities)			139,550		87,293
Net assets/(liabilities)			139,550		87,293
THE FUNDS OF THE CHARITY					
Restricted funds	**11**		34,649		14,555
General fund		104,901		72,738	
Total unrestricted funds	**11**		104,901		72,738
Total charity funds	**11**		139,550		87,293

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

Directors' responsibilities:

- The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476;
- The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

The financial statements have been prepared in accordance with the provisions of the Companies Act 2006 applicable to companies subject to the small companies regime.

The accompanying notes form part of these financial statements.

Approved by the trustees and signed on their behalf.



Richard Lang
Chairman

Date 15 November 2024

Young People's Shop Ltd
Company number: 07968887
Charity number: 1148771

ACCOUNTING POLICIES

General information, scope and basis of the financial statements
Young People's Shop Ltd is a registered charity, established as a company limited by guarantee in England with the company number 07968887. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered and principal office is given in the charity information page of these financial statements and the nature of the charity's operations and principal activities are detailed in the trustees' report.

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 , UK Generally Accepted Accounting Practice and the provisions for small entities under FRS 102 1A and therefore do not include a statement of cash flows.

The financial statements are prepared on a going concern basis under the historical cost convention. The financial statements are prepared in sterling which is the functional currency of the charity and rounded to the nearest £.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

Income
All incoming resources are included in the Statement of Financial Activities (SoFA) when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

Income from trading activities includes income earned from affiliation fees charged to raise funds for the charity and is recognised when entitlement has occurred.

For donations to be recognised the charity will have been notified of the amounts and the settlement date in writing. If there are conditions attached to the donation and this requires a level of performance before entitlement can be obtained then income is deferred until those conditions are fully met or the fulfilment of those conditions is within the control of the charity and it is probable that they will be fulfilled.

Expenditure
All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably.

It is categorised under the following headings:

- Raising funds; includes costs associated with seeking donations and fundraising events and initiatives
- Charitable activities; includes all costs incurred in undertaking activities that further the charity's aims for the benefit of beneficiaries

Grants payable to third parties are within the charitable objectives. Where unconditional grants are offered, this is accrued as soon as the recipient is notified of the grant, as this gives rise to a reasonable expectation that the recipient will receive the grants. Where grants are conditional relating to performance then the grant is only accrued when any unfulfilled conditions are outside of the control of the charity.

Governance costs
Governance costs are any costs associated with the strategic as opposed to day-to-day management of the charity's activities. These costs include the cost of any administrative support provided to the trustees such as external audit, legal advice for trustees and costs associated with constitutional and statutory requirements.

VAT
The charity is not registered for VAT and cannot therefore recover any VAT incurred on expenditure. Irrecoverable VAT is accounted for within the expenditure category to which the underlying costs relate.

Taxation
The Charity is an exempt Charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in sections 466 to 493 Corporation Tax Act 2010 (CTA 2010), as such no income tax is payable on the Charity's activities.

ACCOUNTING POLICIES

Debtors and creditors receivable / payable within one year
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 expenditure.

Cash and cash equivalents
Cash and cash equivalents includes cash at bank and in hand available for the charity's use.

Funds
Unrestricted funds
Unrestricted funds 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.

Restricted funds
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.

Going concern
The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

NOTES TO THE FINANCIAL STATEMENTS

1. Donations and legacies

	Unrestricted Funds £	Restricted Funds £	2024 Total Funds £	Unrestricted Funds £	Restricted Funds £	2023 Total Funds £
Donations	108,315	149,106	257,421	91,718	77,831	169,549
	108,315	149,106	257,421	91,718	77,831	169,549

2. Investment income

	Unrestricted Funds £	Restricted Funds £	2024 Total Funds £	Unrestricted Funds £	Restricted Funds £	2023 Total Funds £
Bank interest	891	-	891	109	-	109
	891	-	891	109	-	109

3. Raising funds

	Unrestricted Funds £	Restricted Funds £	2024 Total Funds £	Unrestricted Funds £	Restricted Funds £	2023 Total Funds £
Fundraising costs	13,283	-	13,283	10,256	-	10,256
	13,283	-	13,283	10,256	-	10,256

4. Charitable activities

	Unrestricted Funds £	Restricted Funds £	2024 Total Funds £	Unrestricted Funds £	Restricted Funds £	2023 Total Funds £
Clinical salaries and service provision	32,871	76,982	109,853	33,650	77,693	111,343
Other direct costs of charitable activities	3,149	1,174	4,323	-	-	-
Premises costs	2,996	23,081	26,077	5,857	22,322	28,179
Support and governance costs:						
Travel and subsistence costs	1,763	-	1,763	2,093	-	2,093
Administrative salaries	11,597	24,739	36,336	14,612	22,213	36,825
Legal and professional fees	2,256	-	2,256	1,488	-	1,488
Other administrative costs	7,319	3,036	10,355	26,504	1,380	27,884
Bank charges	9	-	9	64	-	64
Independent examiner's fees	1,800	-	1,800	800	-	800
	63,760	129,012	192,772	85,068	123,608	208,676

NOTES TO THE FINANCIAL STATEMENTS

5. Independent examiner's' fees

	Unrestricted Funds £	Restricted Funds £	2024 Total Funds £	Unrestricted Funds £	Restricted Funds £	2023 Total Funds £
Examination	1,800	-	1,800	800	-	800
Other services	2,221	-	2,221	1,488	-	1,488
	4,021	-	4,021	2,288	-	2,288

6. Wages and salaries and related party transactions

	2024 Total Funds £	2023 Total Funds £
Gross wages	121,397	120,281
Employer's national insurance costs	3,010	8,803
Employer's pension costs	3,500	3,633
	127,907	132,717

	2024 Total	2023 Total
Staff numbers:		
Average head count	7	7

The charity's key management personnel, as set out on page 1, received employment benefits totalling £79,492 (2023: £82,853) during the year under review. Additionally the charity's key management personnel were reimbursed travel and subsistence expenses totalling £372.

No trustee directors, nor any person or related to them, received remuneration or reimbursed expenses during the year under review or the comparative year. Additionally the charity did not transact with any entity a trustee director, nor any person related to them, had a financial interest in.

7. Debtors

	Unrestricted Funds £	Restricted Funds £	2024 Total Funds £	Unrestricted Funds £	Restricted Funds £	2023 Total Funds £
Rent deposit	5,000	-	5,000	5,000	-	5,000
	5,000	-	5,000	5,000	-	5,000

NOTES TO THE FINANCIAL STATEMENTS

8. Creditors: amounts falling due within one year

	Unrestricted Funds £	Restricted Funds £	2024 Total Funds £	Unrestricted Funds £	Restricted Funds £	2023 Total Funds £
Trade creditors	6,209	-	6,209	33,144	-	33,144
Deferred income	55,959	-	55,959	62,742	-	62,742
Other taxes and social security	1,773	-	1,773	5,402	-	5,402
Other creditors	2	-	2	824	-	824
Accruals	1,800	-	1,800	800	-	800
	65,743	-	65,743	102,912	-	102,912

9. Deferred income

	Brought forward £	Released in year £	Deferred in year £	Carried forward £
Donation and grant income for subsequent years	62,742	(62,742)	55,959	55,959
	62,742	(62,742)	55,959	55,959

10. Analysis of net assets between funds

	Unrestricted Funds £	Restricted Funds £	2024 Total Funds £	Unrestricted Funds £	Restricted Funds £	2023 Total Funds £
Net current assets/(liabilities)	104,901	34,649	139,550	72,738	14,555	87,293
	104,901	34,649	139,550	72,738	14,555	87,293

NOTES TO THE FINANCIAL STATEMENTS

11. Analysis of net movement in funds

	Year ended 31 March 2024					
	Total funds brought forward £	Total incoming resources £	Total resources expended £	Transfers between funds £	Foreign exchange gains/(losses) £	Total funds carried forward £
Restricted funds						
SCF to fund any staff cost gaps	-	-	-	-	-	-
Equip and sensory room	2,198	-	(100)	-	-	2,098
Counselling volunteer costs	-	5,213	(4,571)	-	-	642
Light heat power and other utilities	-	1,442	(1,359)	-	-	83
Rent	10,743	22,500	(21,723)	-	-	11,520
Emotional Support (Warm Spaces)	-	2,141	(2,141)	-	-	-
Million Hours Fund (MHF)	-	3,665	-	-	-	3,665
Clinical lead 2	-	8,333	-	-	(8,333)	-
Support clinical salary costs	-	1,667	(10,000)	-	8,333	-
Support worker 1	-	8,533	(8,533)	-	-	-
Volunteer coordinator 10hrs	-	4,756	(1,982)	-	-	2,774
Support Worker 2	-	7,922	(7,922)	-	-	-
Staff and volunteer training	-	-	-	-	-	-
Youth Lead / outreach	-	28,856	(28,856)	-	-	-
Operation manager Cathy Burnard	-	26,143	(26,143)	-	-	-
Office admin	-	3,912	(3,912)	-	-	-
Clinical Supervision	-	3,850	(1,750)	-	-	2,100
Wellbeing / Yoga	-	8,791	(7,085)	-	-	1,706
Refreshments for shop	-	2,774	(1,106)	-	-	1,668
Youth engagement	-	-	-	-	-	-
Publicity	-	88	(88)	-	-	-
Hosting / live webchat etc	1,614	1,020	(1,741)	-	-	893
Sussex Community Foundation	-	7,500	-	-	-	7,500
Total restricted funds	14,555	149,106	(129,012)	-	-	34,649
Unrestricted funds						
General fund	72,738	109,206	(77,043)	-	-	104,901
Total unrestricted funds	72,738	109,206	(77,043)	-	-	104,901
Total funds	87,293	258,312	(206,055)	-	-	139,550

12. Description of restricted funds

Equip and sensory room	Funds received from Morrisons Foundation towards the cost of equipping the Sensory Room.
Counselling volunteer costs	Funds received towards the cost of counselling volunteers.
Light heat power and other utilities	Funds received towards the energy costs of the charity.
Rent	Funds received from The F Glenister Woodger Trust and John Pritchard Trust towards the property costs of the charity.
Clinical lead 2 Catherine Winters	Funds received from BBC Children in Need towards the salary costs of the clinical lead.
Support worker 1 Philippa Hagon (Bud)	Funds received from National Lottery, Comic Relief and others towards the salary costs of a senior support worker.
Support Worker 2 Oliver West	Funds received from Clarions and Groundwork UK towards the salary costs of a senior support worker.

NOTES TO THE FINANCIAL STATEMENTS

12. Description of restricted funds (continued)

Youth Lead / outreach Alyson Ede	Funds received from National Lottery, Comic Relief and others towards the salary costs of a youth leader and outreach worker.
Operation manager Cathy Burnard	Funds received from National Lottery towards the salary costs of the Operations Manager.
Office admin Claire	Funds received from Groundwork UK and Covers towards the salary costs of the Office Administrator.
Clinical Supervision	Funds received from Chichester City Council towards the cost of clinical supervision.
Wellbeing / Yoga	Funds received towards the costs of youth engagement events.
Refreshments for shop	Funds received towards the costs of refreshments.
Youth engagement	Funds received from National Lottery towards the costs of youth engagement events.
Publicity	Funds received from Groundwork UK towards the costs of advertising and publicity.
Hosting / live webchat etc	Funds received from National Lottery towards the costs of hosting web meetings.

Young People's Shop Ltd

England & Wales - Charity number 1148771

Accounts

Young People's Shop

A charitable company limited by guarantee
offering independent, unbiased counselling, support, information and advice
to young people aged 11-25

Est. 1999

Directors' Annual Report and Financial Statements
for the Year Ended 31 March 2023

Charity number: 1148771
Company number: 07968887

Young People's Shop

(A company limited by guarantee)

Directors' Report & Financial Statements

For the Year Ended 31 March 2023

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Young People's Shop (A company limited by guarantee)

COMPANY INFORMATION for the year ended 31 March 2023
Reference and Administrative Information

Charity Name:	Young People's Shop
Charity registration number:	1148771
Company registration number:	07968887
Registered Office and operational address:	29 South Street, Chichester, West Sussex, PO19 1EL
Trustee Directors:	
Richard Lang	Chair
Melissa Marlow	(appointed 4 January 2022)
Sara Pickford	
Maureen Doyle	
Ali Meyrick	
Operations Manager:	Cathy Burnard
Clinical Supervisors:	Julie Slumbers, Margaret Hambrook, Vhari McEwan
and for Emotional Support:	Jo Robb
Outreach and Youth Services Lead:	Aly Ede
Lead Support Worker:	Bud Hagon
Lead Support Worker:	Olly West
Administrative Worker:	
Volunteer Counsellors:	Ellie Stimpson (assessor) Amanda Halford (Assessor) Jane Oswin, Gemma Lord, India Ede, Olly West, Jax Sands, Beccy Whitehead, Carron Cosbert, Shari Jesse, Natalie Slater, Simon Hargreaves, Luke Ferre, Tina Podmore, Angelique Mould, Fiona Keen, Laure Jackson, Edward Hayes
Information Support Workers:	Gemma Le'Roy, Lizzie Breckon, Ash Prince, Rylee Spooner, Molly Baker, Louise Baker, Judy Talbot, Effie Rogers, Georgie Harris, Tina Dogruluk, Tina Dogruluk, Helen Brown, Helen Brown, Georgie Harris
Young People's Panel Lead:	Olly West, Bud Hagon, Aly Ede
Outreach Workers:	Aly Ede
Lead Safeguarding Officer:	Cathy Burnard
Acting Safeguarding Officer:	Bud Hagon, Olly West, Jo Robb
Lead Child Protection Officer:	Cathy Burnard

Bankers: Barclays, East Street, Chichester PO19 1HR

Young People's Shop is affiliated to Youth Access (the national membership body for young people's information, advice and counselling services) and works within the guidelines of the British Association of Counselling & Psychotherapy (BACP) of which it is also a member.

Young People's Shop

Charity No. 1148771 **Company No.** 07968887

REPORT OF THE TRUSTEE DIRECTORS
for the year ended 31 March 2023

The Directors present their report and financial statements for the year ended 31 March 2023.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's Memorandum and Articles of Association, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (effective 1 January 2019).

1. INTRODUCTION

Young People's Shop (formerly the Chichester Information Shop) was established 23 years ago in 1999 under the governance of West Sussex County Council. Following funding cuts in 2009, it became an independent stand-alone service and in 2012 the organisation became a charitable company limited by guarantee. This preserved its ability to continue operating within the guidelines set by the National Youth Agency in 1993 for Information Shops, and to work to the Quality Standards set by Youth Access (the national organisation for Youth Information, Advice & Counselling Services - YIACS).

The project initially sought to retain and preserve its open-ended counselling service for young people, operating from a room within Chichester Boys' Club. In December 2019, due the impact of the Covid-19 pandemic, the charity moved out of its old premises at The Boys Club in Little London. The premises had been invaluable to the project from 2012 but had become too small and cramped to cope with the growth being experienced and to accommodate future plans. New premises were identified, and we moved into them in June 2021. Since the re-opening the activity level at the charity has ballooned. Partly this is due to significantly better premises and partly due to the surge in demand for our services following the end of the lockdowns and more recently, the impact on society of the cost of living increases

2. STRUCTURE, GOVERNANCE & MANAGEMENT

2.1 Governing Document

The organisation is a charitable company limited by guarantee (with no share capital), incorporated on 28 February 2012 and registered as a charity on 31st August 2012. The Memorandum and Articles of Association form the governing document.

2.3 Trustee Directors

The directors, as defined in the Memorandum and Articles, act as both the directors of the company and, since the organisation is a registered charity, also as its charitable trustees. The Board of Directors provides the strategic leadership for the organisation. All members give their time voluntarily and receive no benefits from the charity. The Board meets quarterly, or more frequently if circumstances demand, and encourages the attendance of a member of the Operations Management Team, whose input is of equal weight as that of a trustee.

At 31st March 2023 there were five directors.

Trustees are appointed via recommendation from existing trustees followed by interview.

2.4 The Operations Management Team

The Operations Management Team (made up of the CEO, Outreach/ youth service lead, emotional support leads and counselling lead) runs the service and meets together on a weekly basis. Several changes took place within the team during the period. The team reports to the Directors and a member of the management team attends the Board meetings. In the second quarter of 2021 a new team was formed from a group of new participants. The new team is headed by the CEO, Cathy Burnard.

At 31st March 2023 the team consists of:

Chief Executive Officer:	Cathy Burnard
Outreach, youth lead:	Aly Ede
Clinical Leads:	Jo Robb, Catherine Winters (Catherine Winters was with us from January 2022 -March 2023)
Lead Emotional support workers:	Bud Hagon, Olly West
Administrator:	Claire Akhurst

2.5 Volunteers

Volunteers are central to the work we do here at YPS. We have 14 drop-in workers, volunteer counsellors and five trustees.

Many of our volunteers working in the drop-in service (providing emotional support, sexual health services and signposting) are very experienced. Most have worked with young people, so already have a good working knowledge of young people and their needs.
Before they commence with us, they attend training, facilitated by Bud Hagon and Aly Ede. The training is a way for the volunteers to gain an insight into who we are, how we operate and some of the fundamentals of emotional support.
Some of the volunteers are studying Psychology at Chichester University, so looking for experience in working in a mental health field and have proved to be of tremendous help to the charity.

Our counselling team is made up of a mixture of qualified and trainee counsellors. All counsellors work from a humanistic modality and benefit from fortnightly clinical supervision and training opportunities within the charity. On induction all counsellors receive specific mandatory training on counselling young people including safeguarding and confidentiality. In September 2022, we included LGBTQ training to our list of mandatory training.

3. OBJECTIVES AND ACTIVITIES

The object of the charity, as set out in the governing document, is relief of the physical and mental suffering of young people in Chichester and its surrounding areas by the provision of counselling and support.

The trustees confirm that they have paid due regard to the guidance given by the Charity Commission on public benefit.

The project aims to make fully accessible for all young people the information and support they need to enable them to become fully participative members of the community and active, independent citizens by:

- offering support and counselling to young people where need for such services is identified and assessed.
- where appropriate, remote counselling / emotional support can be accessed.
- offering to all young people a focal point for the provision of independent information and advice, free from bias on the wide range of issues which affect their lives – for example, education, employment and training, family and relationships, health issues, housing and homelessness, justice and equality, money matters, and sport, travel and leisure.

- encouraging young people to maximise the benefits of the wide range of opportunities available to them
- encouraging and developing opportunities for volunteering
- providing the services on offer via staff who are trained and accustomed to working with young people
- actively seeking the participation of young people in the planning, development, management, delivery and evaluation of a service centred on their needs
- monitoring the needs of and provision for young people in the locality in order to inform the decision-making of local and national government

Mission Statement

YPS undertakes to ensure continued provision of information, advice, support and counselling for young people aged 11-25 within Chichester and the surrounding area. Central to such provision will be an assurance to young people that **services will be free, confidential and offered independently from other services or influences**. Services will be centred on the young people using them, will be non-target-driven, and will have young people at the heart of service development."

As members of Youth Access, we have adopted their Quality Standards system to ensure that our policies and procedures are of the highest order. The service also subscribes to the ethical framework of the British Association of Counselling & Psychotherapy (BACP), of which it is also a member.

4. ACHIEVEMENT & PERFORMANCE

Charitable Activities

Supporting Young People

We are currently open Monday -Friday from 2pm-6pm. Our service looks at the young people holistically, encompassing the physical and the psychological
The Information Shop opened its doors to our new premises on 26th July 2021. Since opening we have very quickly established ourselves as a safe place for young people.

The charity in the past year has gone from strength to strength, with a core staff team of seven employees. We are fortunate to have a regular steady funding stream. We have been able to run more activities for young people and open the shop for longer hours on a Tuesday and Wednesday morning, offering additional emotional support and craft activities.

Emotional support

- We offer a face-to-face emotional support service.
- The emotional support lasts for 30-minutes and can be re- booked as and when required.
- Young people waiting for counselling will sometimes choose to access our emotional support service until a counselling space has become available. Looking at recent statistics some young people will never access counselling, instead are happy to come in for the 30-minute emotional support sessions.
- The NHS sexual health support changed over the lock down period and can now be accessed online, we support young people to access the service and collect condoms and STI testing kits.

Counselling service

- Most counsellors are working face to face, however if the young person requests online counselling this is also provided. Young people can have up to 2 years of free counselling.
- There are currently 5 supervision groups with space for 4 counsellors in each.
- We can have up to 20 counsellors, this number fluctuates throughout the year.

Key Activities & Achievements in 2023

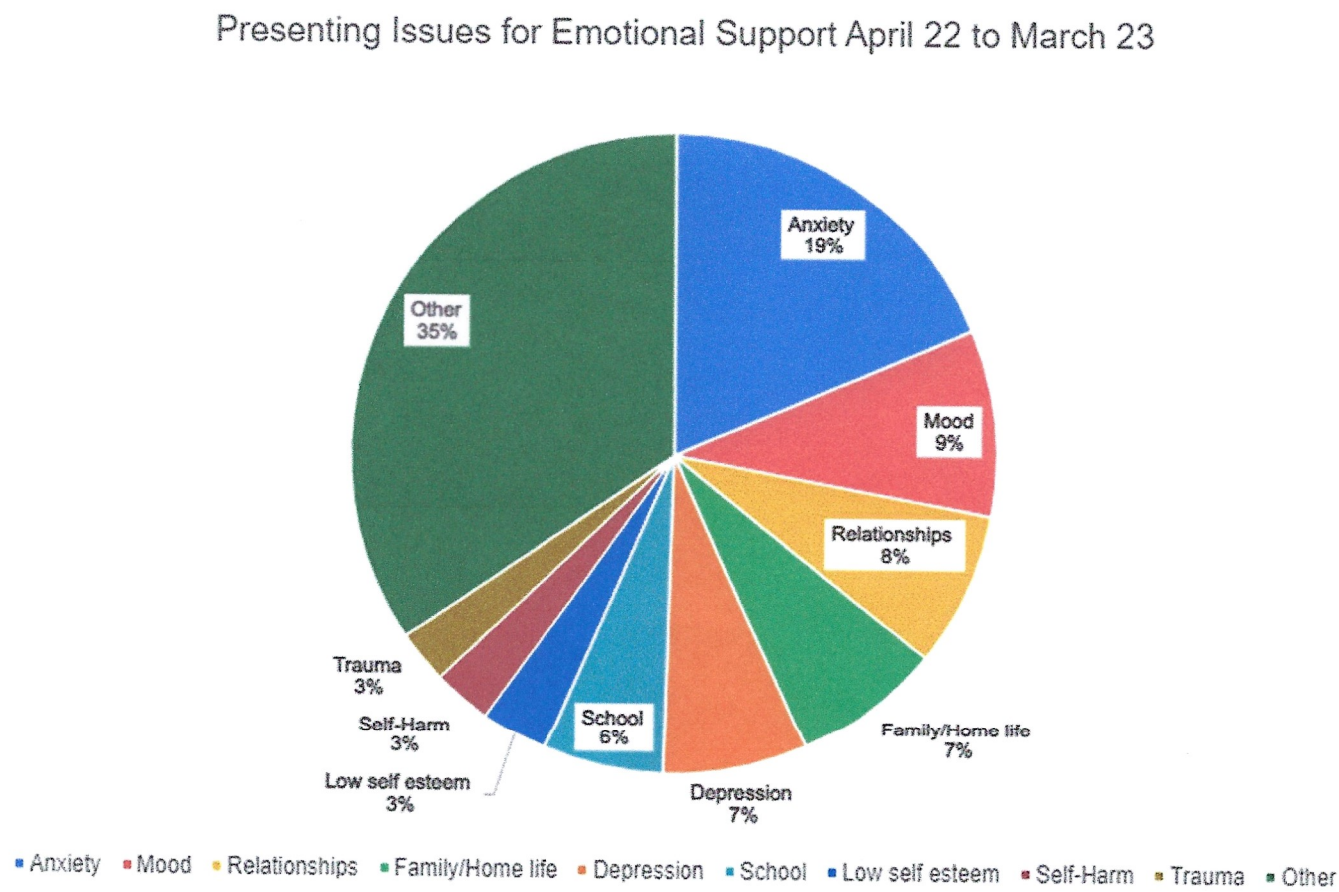
Social media

We have significantly increased our social media presence. Philippa Hagon (senior support worker) is responsible for updating our social media sites and liaising with the manager for appropriate and current topics to promote.

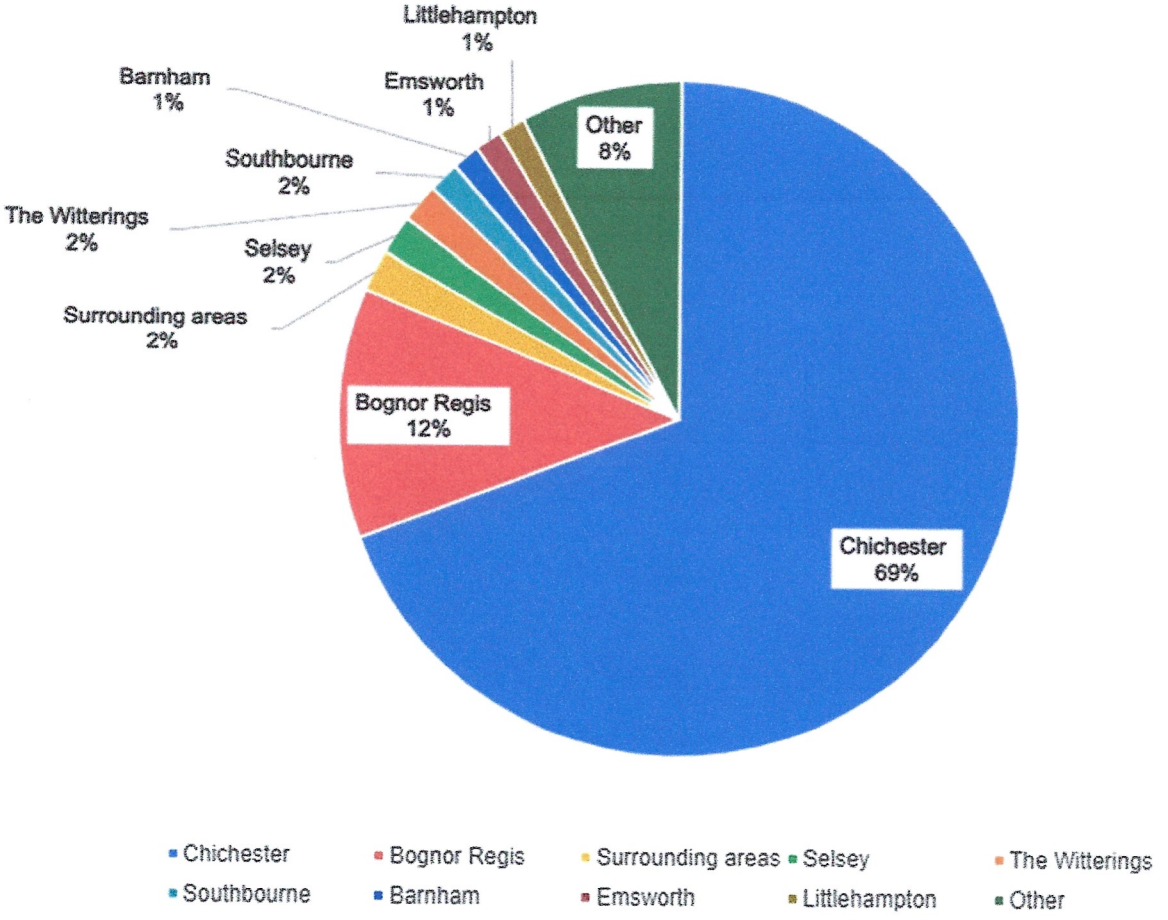
Outreach

We have worked very hard at developing community links. Aly Ede our Outreach/ Service lead has been very busy re-establishing old partners links and making new connections. We have great connections with the local schools, college and university. Aly and some of the team go into local schools to support children who find it difficult to travel to Chichester and will offer work shops on anxiety and exam stress.
We offer activities in the community, such as skateboarding, yoga, boxing, personal training, Bushcraft, sailing. All activities are supported by our trained staff, giving the young people an opportunity to have emotional support, albeit in a different location.

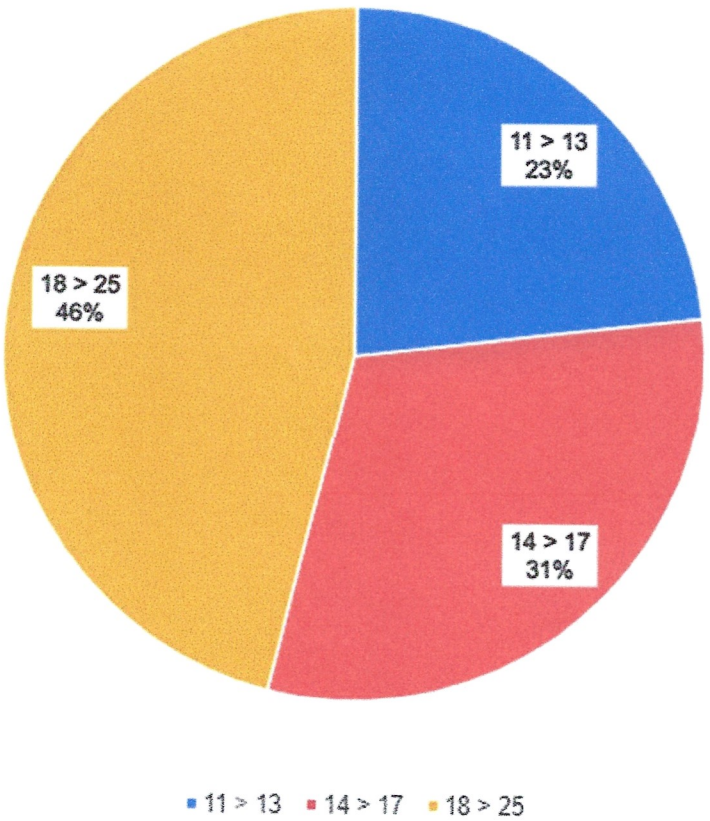
Statistics shown in graphs and pie charts.

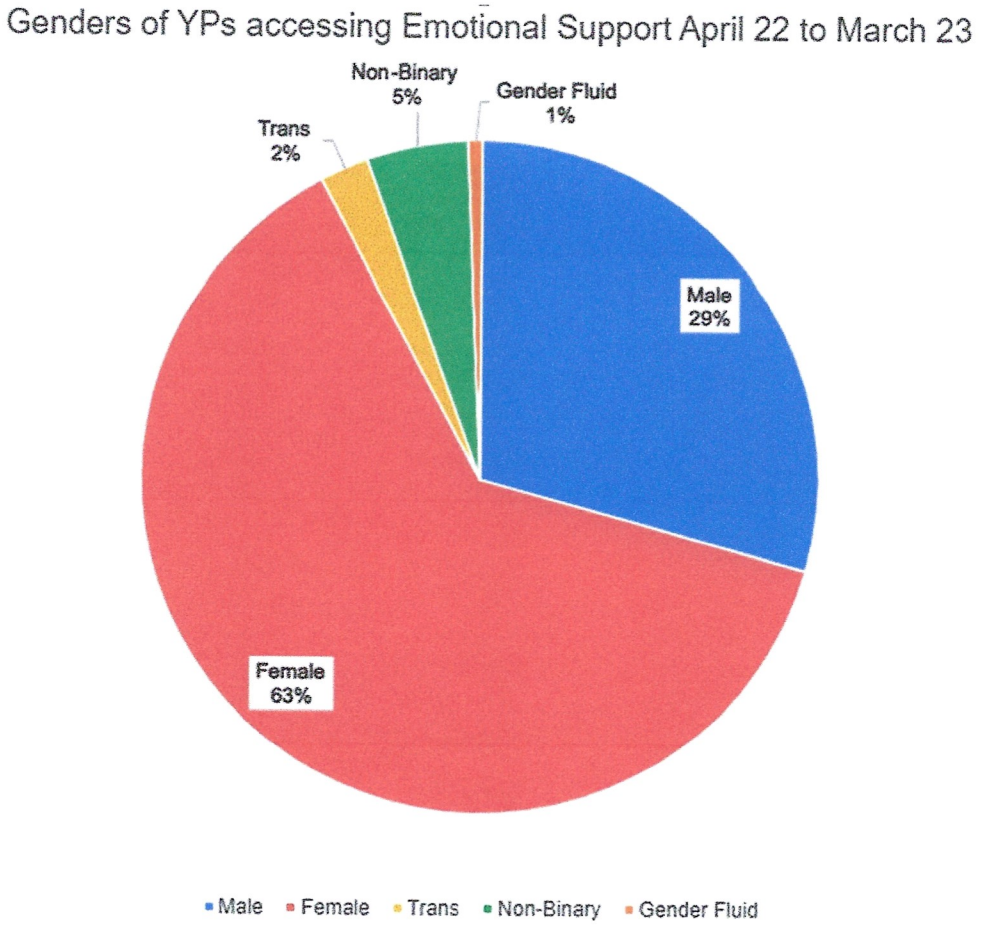


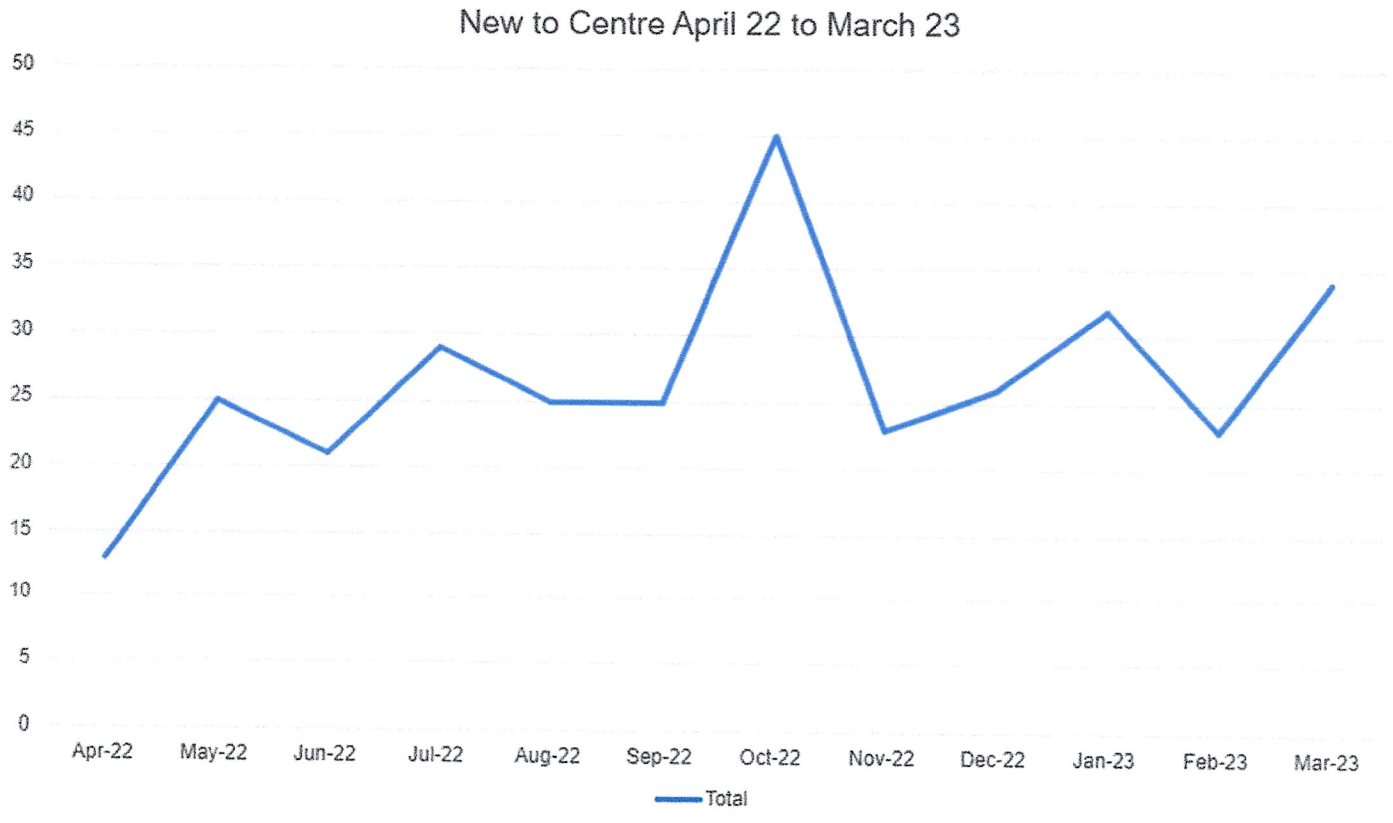
Locations of YPs Attending Emotional Support April 22 to March 23

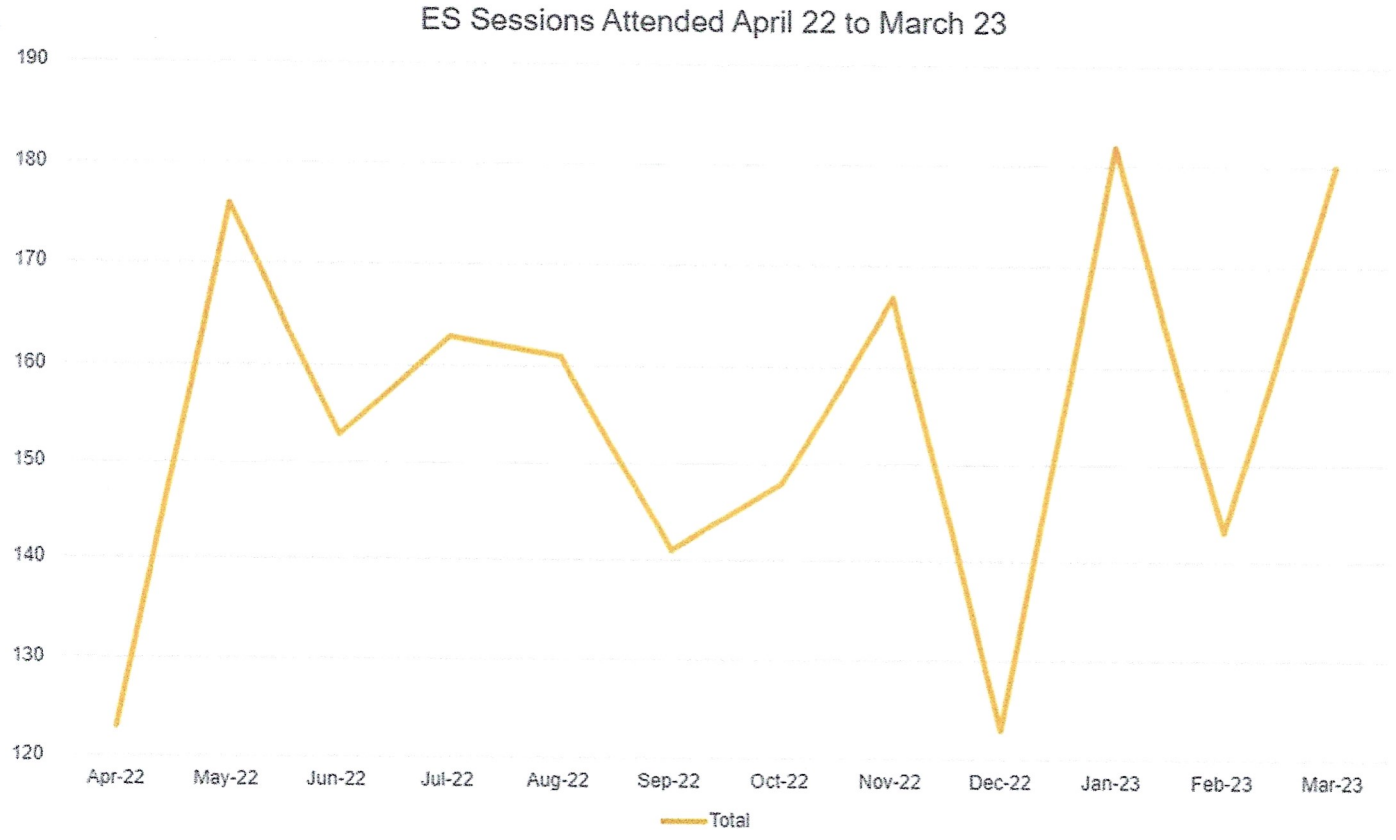


Ages of YPs attending Emotional Support April 22 to March 23




Genders of YPs accessing Emotional Support April 22 to March 23
Non-Binary 5%
Gender Fluid 1%
Trans 2%
Male 29%
Female 63%
Male
Female
Trans
Non-Binary
Gender Fluid


New to Centre April 22 to March 23
50
45
40
35
30
25
20
15
10
5
0
Apr-22
May-22
Jun-22
Jul-22
Aug-22
Sep-22
Oct-22
Nov-22
Dec-22
Jan-23
Feb-23
Mar-23
Total



5. FINANCIAL REVIEW

As a charity, we are wholly reliant on agencies, trusts and donors that recognise and understand the value of our work with young people and wish to support us and help us to develop. A full list of contributors is included at the end of this Report.

We have a policy of building financial reserves that will enable us to continue to provide our services for a limited time in the event that there was an interruption in incoming funding. Our policy is to build and hold cash reserves of a minimum of 3 months normal operating expenses. Ideally, we would like to increase these reserves to cover 6 months, as the services we offer are so critical to the young people who would suffer if we had to implement restrictions.

In order to diversify our funding base we employ Juliet Stallard of Footprint Funding, on a part time basis, who is enabling us to establish a strong fundraising strategy going forward. The aim is to build a diversified base of funding from a larger spread of organisations so that we do not become too dependent upon one organisation.

Reserves Policy

***a*) Background**

Since becoming a Charitable Company Limited by Guarantee in 2012, Chichester Information Shop has been concerned to ensure its financial competence. With regard to holding money in reserve, the trustees have been guided by the Charity Commission and have sought advice from other reputable bodies in order to determine policy on this matter.

***b)* Policy Statement**

It is the policy of the Young People's Shop to ensure that it holds reserves to protect the charity against drops in income and to allow the charity to take advantage of new opportunities for the benefit of its clients. The Young People's Shop recognises that its reserves may be spent on any of its aims. The Young People's Shop aims to build and hold funds in reserve that will support a minimum of 3 months and preferably 6 months of operating costs. In terms of the current operating budget, this means a sum of £90,000 to cover 6 months costs.

***c)* Procedures**

In order to ensure that the Young People's Shop maintains sufficient but not excessive reserves, and in order to both meet its needs and be financially stable, the following procedures will be adopted:

- Regular appraisal of the project's reserves by the Board
- Reporting of financial reserves at all trustee meetings
- Establishing criteria for holding a minimum level of free reserves to cover essential project running costs to include: rent; utilities; insurance; governance; wages; expenses; telephone/broadband; general admin costs.
- Ensuring monies set aside for specific purposes e.g. building works are noted as being separate from the Project's general reserves
- Establishing a time period that general reserves should cover. Currently seen as three months and ideally six months
- Monitoring and reviewing the Project's reserves by the Trustees on an annual basis

6. KEY AIMS & OBJECTIVES FOR 2022-2023

The charity has a well-established team and in a very good position to move forward and plan for the future. The team continually strive to improve the service offered to young people, asking young people for feedback, we also continually monitor the standard of counselling, ES support through good clinical supervision. On-going continued professional development is a fundamental for all staff and volunteers working at the shop. There is a programme of training offered through the year reflecting the needs of the young people the charity supports. Three members of staff from the core team now have a qualification in counselling children and young people and have stated to roll out training for all staff.
Managerial staff supervision continues to be on a regular basis (4-6 weeks) although communication between the team is very good and anything which needs to be addressed urgently is done so. We have staff meeting every two weeks, a general meeting and a safeguarding meeting. The safeguarding meeting is a recent addition, to ensure a good standard of safeguarding monitoring is maintained.

Since re-opening in July 2021, we have seen people with more complex mental health issues, learning disabilities and autism accessing the centre. We have made reasonable adjustments to the way in which we practice, we have also identified a need for more training and robust risk assessing which have played a key role in supporting staff and young people. However, we continue to offer the fundamental thing that all young people need - a safe, confidential space which they can continue to access through difficult times.

It is our aim in the coming year:

- We plan to support Launch pad (alternative provision for secondary school pupils, struggling in mainstream school). Offering counselling, all counsellors will be qualified. Supervision will be paid for by Launchpad.
- To work from a room in Bognor two half days a week, supporting those who are unable to access our shop in Chichester.
- To continue to develop the young person's panel, organising workshops and groups and focusing on various topics and themes impacting young people. Facilitating an environment for young people to feel heard, and valued, to create new friendships and ultimately create a community.
- After securing a grant for activities, we will be focusing on outreach activities and workshops and working collaboratively with partners. Activities such as a community garden, and other activities we know have been successful in the past.
- To increase wellbeing projects in the shop and in the community.
- To use free spaces offered in the community for joint working and continued partnerships.
- To continue to represent the project at multi-agency meetings to ensure as many young people know of our services as possible in a time when many other statutory services are diminishing.
- To continue to pursue funding streams. We have employed Footprint Fundraising to achieve a strong funding pipeline and to continue to develop a clear fundraising strategy for the future.
- To continually monitor and recognise what training requirements are needed with particular emphasis on accommodating those with complex trauma, suicidal ideation, those that self-harm and ongoing support for people from the transgender community. For staff and volunteers to have the skill and competence to continue supporting young people in an ever changing and uncertain environment.
- To develop the counselling service, improve standards of training and supervision.

7. STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees, who are also directors of the Young People's Shop for the purpose of company law, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice)

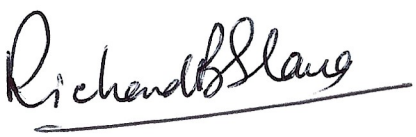
Company Law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

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; and
- Prepare the financial statements on the going concern basis unless it is appropriate to presume that the charity will continue in operation.

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

The trustee directors hereby confirm that there have been no serious incidents relating to the charity.
Approved by the Board of Directors on 30th November 2023and signed on its behalf by:



Richard Lang (Trustee Director & Chairman)

Young People's Shop

Statement of Financial Activities
For the year ended 31 March 2023

	Notes	Unrestricted Funds	Restricted Funds	2023	2022
		£	£	£	£
Incoming Resources					
Voluntary Income					
Donations and grants	3	91,718	77,831	169,549	198,859
Investment Income					
Interest income		109	0	109	5
Total Incoming Resources		**91,827**	**77,831**	**169,658**	**198,864**
Resources Expended					
Charitable Activities	4	84,268	123,608	207,876	133,607
Governance and Fundraising Costs	5	11,056	0	11,056	5,984
Total Resources Expended		**95,324**	**123,608**	**218,932**	**139,591**
Net Movement in Funds		**(3,497)**	**(45,777)**	**(49,274)**	**59,273**
Reconciliation of Funds					
Total Funds Brought Forward		76,235	60,332	136,567	77,294
Total Funds Carried Forward		**72,738**	**14,555**	**87,293**	**136,567**

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

Young People's Shop

Balance Sheet

As at 31 March 2023

	Notes	2023	2022
		£	£
Current Assets			
Cash at bank and in hand		185,205	133,674
Debtors	8	5,000	5,000
Total Current Assets		**190,205**	**138,674**
Creditors: amounts falling due within one year	9	102,912	2,107
Total Assets less Current Liabilities		**87,293**	**136,567**
Income Funds			
Unrestricted Funds		72,738	76,235
Restricted Funds		14,555	60,332
		87,293	**136,567**

The charity is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2023. No member of the charity has deposited a notice, pursuant to section 476, requiring an audit of these accounts.

The trustees acknowledge their responsibilities for:

a) Ensuring that the charity keeps accounting records which comply with sections 386 and 387 of the Companies Act 2006 and
b) Preparing accounts which give a true and fair view of the state of affairs of the charity as at the end of the financial period and of its incoming resources and application of resources, including its income and expenditure, for the financial period in accordance with the requirements of sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to accounts so far as applicable to the charitable company.

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

The accounts were approved by the Board on 30th November 2023 and were signed on its behalf by:

Richard Lang

Richard Lang (Trustee Director and Chairman)

Notes to the Financial Statements
For the Year ended 31 March 2023

1. Accounting Policies
The principal accounting policies are summarised below.

(a) Basis of accounting
The financial statements have been prepared under the historical cost convention in accordance with the 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 (FRS102) (effective 1 January 2019) – Charities SORP (FRS 102) and the Companies Act 2006, the Companies Act 2006 and the Statement of Recommended Practice: Accounting and Reporting by Charities issued in March 2005. The charity is a Public Benefit Entity as defined by FRS 102.

(b) Fund accounting
- Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.
- Restricted funds are subjected to restrictions on their expenditure imposed by the donor.

(c) Incoming resources
All incoming resources are included in the Statement of Financial Activities when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy. The following policies are applied to particular categories of income:
- Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant
- Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts.

(d) Resources expended
Expenditure is recognised on an accruals basis as a liability is incurred 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.
- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the independent examination fees and costs linked to the strategic management of the charity.

(e) Fixed assets
Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life:

Office equipment	25% on cost
Building improvements	10% on cost

Only items of a capital nature that are over £2,000 are capitalised as fixed assets and depreciated.

2. Trustee Director Remuneration & Related Party Transactions

No trustee directors received any remuneration during the year.
No trustee director or other person related to the charity had any personal interest in any contract or transaction entered into by the charity during the year.

3. Donations

	Unrestricted	Restricted	Allocated to 2022/23	Total received in 2022/23	Carried Forward to 2023/24
	£	£	£	£	£
Morrisons Foundation		3,895	3,895	3,895	0
FG Woodger Trust		10,000	10,000	10,000	0
Chichester City Council		1,750	1,750	2,000	250
Magdalen Hospital Trust		350	350	600	250
National Lottery		35,326	35,326	60,559	25,233
Sussex Community Fund		4,166	4,166	10,000	5,834
Groundwork UK	500	9,670	10,170	11,740	1,570
Hall & Woodhouse		313	313	1,250	937
Clarions	9	3,164	3,173	6,666	3,493
John Pritchard Trust	40,000	3,750	43,750	55,000	11,250
JH & FW Green (Covers)	2,000	2,250	4,250	8,000	3,750
BBC Children in Need	500	1,667	2,167	10,500	8,333
Southdown Youth		0	0	1,842	1,842
Active Sussex		1,470	1,470	1,470	0
Miscellaneous		60	60	60	0
The Boltini Trust	5,000		5,000	5,000	0
Ernest Kleinwort	7,500		7,500	7,500	0
Garfield Weston	15,000		15,000	15,000	0
Ian Askew Trust	500		500	500	0
The Goodwood Estate	13,160		13,160	13,160	0
The Mikado Trust	5,000		5,000	5,000	0
Inconvenience	200		200	200	0
General donations	2,349		2,349	2,349	0
	91,718	77,831	169,549	232,291	62,742

These notes form part of the financial statements

Notes to the Financial Statements – contd.
For the Year ended 31 March 2023

4. Expenditure on charitable activities

	2023	2022
	£	£
Clinical salaries and service provision	111,343	62,217
Premises costs	28,179	25,501
Travel and subsistence costs	2,093	63
Administrative salaries	36,826	21,268
Legal and professional fees	1,488	821
Other administration costs	27,883	24,141
Finance costs	64	(404)
	207,876	**133,607**

5. Governance and fundraising costs

	2023	2022
	£	£
Governance	800	500
Fundraising costs	10,256	5,484
	11,056	**5,984**

6. Taxation

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

7. Employees

The average number of employees during the year was 7 (2022: 7). No employees received emoluments in excess of £60,000.

8. Debtors: amounts falling due within one year

	2023	2022
	£	£
Rent deposit	**5,000**	**5,000**

These notes form part of the financial statements

9. Creditors: amounts falling due within one year

	2023	2022
	£	£
Trade creditors	33,144	1,190
Grants received in advance	62,742	0
Other creditors	7,026	417
Accruals	800	500
	102,912	**2,107**

10. Movements in funds

	At 01.04.22	Income	Expenditure	At 31.03.23
	£	£	£	£
Unrestricted Funds	76,235	91,827	95,324	72,738
Restricted Funds:	60,332	77,831	123,608	14,555
	136,567	**169,658**	**218,932**	**87,293**

11. Analysis of net assets between funds

	Unrestricted Funds	Restricted Funds	Total 31.03.23	Total 31.03.22
	£	£	£	£
Bank and cash	107,908	77,297	185,205	133,674
Debtors	5,000	0	5,000	5,000
Creditors	(40,170)	(62,742)	(102,912)	(2,107)
	72,738	**14,555**	**87,293**	**136,567**

Independent Examiner's Report to the Trustees of Young People's Shop
company number 07968887

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2023.

Responsibilities and basis of report

As the charity's trustees of the Company (who are also the directors of the company for the purposes of company law), you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ("the 2006 Act").

Having satisfied myself that the accounts of the Company are not required to be audited for this year under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ("the 2011 Act"). In carrying out my examination, I have followed the Directions given by the Charity Commission (under section 145(5)(b) of the 2011 Act.

My firm has provided bookkeeping services to the charity and I can confirm that I am a member of The Institute of Chartered Accountants in England & Wales (ICAEW) and that body is subject to the provisions of the Revised Ethical Standard 2016 issued by the Financial Reporting Council (FRC).

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention which gives me cause to believe that:

- accounting records were not kept in accordance with section 386 of the Companies Act 2006; or
- the accounts do not accord with such records; or
- the accounts do not comply with relevant accounting requirements under section 396 of the Companies Act 2006 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
- the accounts have not been prepared in accordance with the Charities SORP (FRS102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed: 

Name: Jonathan Rowden FCA

Date: 8 December 2023

Address: 2 Dukes Court, Bognor Road, Chichester, West Sussex PO19 8FX

Young People's Shop

Income & Expenditure Account

For the Year ended 31 March 2023

Account	Unrestricted Funds	Restricted Funds	2023	2022
	£	£	£	£
Incoming Resources				
Voluntary Income				
Grants Received	89,369	77,831	167,200	198,558
Donations Received	2,349	0	2,349	301
Total Voluntary Income	**91,718**	**77,831**	**169,549**	**198,859**
Investment Income	109	0	109	5
Total Incoming Resources	**91,827**	**77,831**	**169,658**	**198,864**
Resources Expended				
Direct Charitable Activities				
Clinical Staff Costs	26,929	67,521	94,450	55,402
Other Direct Costs				
Clinical supervision	4,320	1,750	6,070	4,885
DBS checks	1,100	0	1,100	1,331
Sensory room provision	0	1,697	1,697	0
Workshop and wellbeing activities	147	5,732	5,879	599
Volunteer expenses	1,155	992	2,147	43
Total Other Direct Costs	**6,722**	**10,172**	**16,893**	**6,858**
Total Direct Charitable Activities	**33,650**	**77,693**	**111,343**	**62,260**
Indirect Charitable Activities				
Premises Costs				
Rent	0	20,000	20,000	18,737
Premises insurance	0	1,262	1,262	2,675
Rates and water	0	218	218	142
Light, Power, Heating	1,729	842	2,570	601
Repairs & Maintenance	2,449	0	2,449	2,426
Cleaning	1,679	0	1,679	920
Total Premises Costs	**5,857**	**22,322**	**28,179**	**25,501**
Travel and Subsistence Costs				
Travel and subsistence	2,093	0	2,093	63
Total Travel and Subsistence Costs	**2,093**	**0**	**2,093**	**63**
Administration Salary Costs				
Administration salary costs	14,612	22,213	36,826	21,268
Total Administration Salary Costs	**14,612**	**22,213**	**36,826**	**21,268**

Legal and Professional Fees				
Bookkeeping and Accountancy Fees	1,488	0	1,488	821
Total Legal and Professional Fees	**1,488**	**0**	**1,488**	**821**
Other Administration Costs				
Covid expenses	0	0	0	503
Charitable And Political Donations	6	0	6	0
Expensed equipment	2,483	0	2,483	4,929
General Expenses	23	0	23	26
Gifts	173	0	173	0
Hire of equipment	285	41	326	101
Insurance	284	0	284	968
IT Software And Consumables	5,437	0	5,437	7,024
Moving costs	0	0	0	2,319
Refreshments for shop	463	753	1,216	404
Postage, Freight & Courier	23	0	23	25
Printing & Stationery	2,076	0	2,076	1,049
Publicity/Promotion	3,219	540	3,759	1,228
Recruitment costs	0	0	0	440
Staff and volunteers training	10,092	46	10,138	2,538
Staff welfare	215	0	215	998
Subscriptions	539	0	539	433
Telephone & Internet	1,185	0	1,185	1,113
Total Other Administration Costs	**26,504**	**1,380**	**27,883**	**24,098**
Finance Costs				
Bank Fees	64	0	64	(404)
Total Finance Costs	**64**	**0**	**64**	**(404)**
Total Indirect Charitable Activities	**50,618**	**45,915**	**96,533**	**71,347**
Total Charitable Activities	**84,268**	**123,608**	**207,876**	**133,607**
Governance and Fundraising costs				
Governance	800	0	800	500
Fundraising	10,256	0	10,256	5,484
Total Governance and Fundraising costs	**11,056**	**0**	**11,056**	**5,984**
Total Resources Expended	**95,324**	**123,608**	**218,932**	**139,591**
Net Movement in Funds	**(3,497)**	**(45,777)**	**(49,274)**	**59,273**

A HUGE "THANK YOU"

to those who funded us in 2022-2023:

Morrisons Foundation
F G Woodger
Boltini Trust
Ernest Kleinwort
Garfield Weston Foundation
National Lottery Community Fund
Chichester City Council
Magdelen Hospital Trust
Ian Askew Trust
Mikado Trust
Goodwood
BBC Children in Need
Sussex Community Foundation
Clarions Homes
Hall and Woodhouse Community Foundation
Active Sussex
Covers- JH & FW Green
John Pritchard Trust
Southdown National Park/Clarion Youth Action Grant

Independent Examiner's Report to the Trustees of Young People's Shop
company number 07968887

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2023.

Responsibilities and basis of report

As the charity's trustees of the Company (who are also the directors of the company for the purposes of company law), you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ("the 2006 Act").

Having satisfied myself that the accounts of the Company are not required to be audited for this year under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ("the 2011 Act"). In carrying out my examination, I have followed the Directions given by the Charity Commission (under section 145(5)(b) of the 2011 Act.

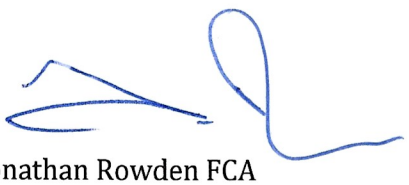
My firm has provided bookkeeping services to the charity and I can confirm that I am a member of The Institute of Chartered Accountants in England & Wales (ICAEW) and that body is subject to the provisions of the Revised Ethical Standard 2016 issued by the Financial Reporting Council (FRC).

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention which gives me cause to believe that:

- accounting records were not kept in accordance with section 386 of the Companies Act 2006; or
- the accounts do not accord with such records; or
- the accounts do not comply with relevant accounting requirements under section 396 of the Companies Act 2006 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
- the accounts have not been prepared in accordance with the Charities SORP (FRS102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed: 

Name: Jonathan Rowden FCA

Date: 8 December 2023

Address: 2 Dukes Court, Bognor Road, Chichester, West Sussex PO19 8FX

Independent Examiner's Report to the Trustees of Young People's Shop
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My firm has provided bookkeeping services to the charity and I can confirm that I am a member of The Institute of Chartered Accountants in England & Wales (ICAEW) and that body is subject to the provisions of the Revised Ethical Standard 2016 issued by the Financial Reporting Council (FRC).

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention which gives me cause to believe that:

- accounting records were not kept in accordance with section 386 of the Companies Act 2006; or
- the accounts do not accord with such records; or
- the accounts do not comply with relevant accounting requirements under section 396 of the Companies Act 2006 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
- the accounts have not been prepared in accordance with the Charities SORP (FRS102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed: 

Name: Jonathan Rowden FCA

Date: 8 December 2023

Address: 2 Dukes Court, Bognor Road, Chichester, West Sussex PO19 8FX

Young People's Shop Ltd

England & Wales - Charity number 1148771

Accounts

Chichester Information Shop for Young People

A charitable company limited by guarantee
offering independent, unbiased counselling, support, information and advice
to young people aged 13-25

Est. 1999

Directors' Annual Report and Financial Statements for the Year Ended 31 March 2022

Charity number: 1148771
Company number: 07968887

Chichester Information Shop for Young People

(A company limited by guarantee)

Directors' Report & Financial Statements

For the Year Ended 31 March 2022

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Chichester Information Shop for Young People (A company limited by guarantee)

COMPANY INFORMATION for the year ended 31 March 2022
Reference and Administrative Information

Charity Name:	Chichester Information Shop for Young People
Charity registration number:	1148771
Company registration number:	07968887
Registered Office and operational address:	29 South Street, Chichester, West Sussex, PO19 1EL
Trustee Directors:	
Richard Lang	Chair
Melissa Marlow	(appointed 4 January 2022)
Sara Pickford	
Maureen Doyle	
Ali Meyrick	

Operations Manager: Cathy Burnard

Clinical Supervisors: Julie Slumbers, Margaret Hambrook, Vhari McEwan
and for Emotional Support: Jo Robb

Outreach and Youth Services Lead: Aly Ede

Lead Support Worker: Philippa Hagon
Lead Support Worker: Olly West

Administrative Worker:

Volunteer Counsellors: Ellie Stimpson (assessor) Amanda Halford (Assessor) Jane Oswin, Gemma Lord, India Ede, Olly West, Jax Sands, Beccy Whitehead, Carron Cosbert, Simon lambert, Michelle Stone, Shari Jesse, Shameem Slow, Cathy Winters, Hugh Rushen, Melissa Marlow, Nick Highman, Claire Stocks, Silka Malham-Anderson, Roisin Venter

Information Support Workers: Gemma Le'Roy, Lizzie Breckon, Carol Matika, Ash Prince,Shari Jesse Rylee Spooner, Molly Baker.

Young People's Panel Lead: Aly Ede

Outreach Workers: Aly Ede

Lead Safeguarding Officer: Cathy Burnard

Acting Safeguarding Officer: Phillipa Hagon, Olly West, Catherine Winters, Jo Robb

Lead Child Protection Officer: Cathy Burnard

Bankers: Barclays, East Street, Chichester PO19 1HR

Chichester Information Shop for Young People is affiliated to Youth Access (the national membership body for young people's information, advice and counselling services) and works within the guidelines of the British Association of Counselling & Psychotherapy (BACP) of which it is also a member.

CHICHESTER INFORMATION SHOP FOR YOUNG PEOPLE

Charity No. 1148771 **Company No.** 07968887

REPORT OF THE TRUSTEE DIRECTORS
for the year ended 31 March 2022

The Directors present their report and financial statements for the year ended 31 March 2022.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's Memorandum and Articles of Association, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (effective 1 January 2019).

1. INTRODUCTION
Chichester Information Shop was established 23 years ago in 1999 under the governance of West Sussex County Council. Following funding cuts in 2009, it became an independent stand-alone service and in 2012 the organisation became a charitable company limited by guarantee. This preserved its ability to continue operating within the guidelines set by the National Youth Agency in 1993 for Information Shops, and to work to the Quality Standards set by Youth Access (the national organisation for Youth Information, Advice & Counselling Services - YIACS).

The project initially sought to retain and preserve its open-ended counselling service for young people, operating from a room within Chichester Boys' Club. In December 2019, due the impact of the Covid-19 pandemic, the charity moved out of its old premises at The Boys Club in Little London. The premises had been invaluable to the project from 2012 but had become too small and cramped to cope with the growth being experienced and to accommodate future plans. New premises were identified, and we moved into them in June 2021. Since the re-opening the activity level at the charity has ballooned. Partly this is due to significantly better premises and partly due to the anticipated surge in demand for our services following the end of the lockdowns.

2. STRUCTURE, GOVERNANCE & MANAGEMENT

2.1 Governing Document
The organisation is a charitable company limited by guarantee (with no share capital), incorporated on 28 February 2012 and registered as a charity on 31st August 2012. The Memorandum and Articles of Association form the governing document.

2.3 Trustee Directors
The directors, as defined in the Memorandum and Articles, act as both the directors of the company and, since the organisation is a registered charity, also as its charitable trustees. The Board of Directors provides the strategic leadership for the organisation. All members give their time voluntarily and receive no benefits from the charity. The Board meets quarterly, or more frequently if circumstances demand, and encourages the attendance of a member of the Operations Management Team, whose input is of equal weight as that of a trustee.

At 31st March 2022 there were five directors, following the resignation of Kim Shaw who had made a huge impact in building the charity to its present position, and the appointment of Melissa Marlow in January 2022.

Trustees are appointed via recommendation from existing trustees followed by interview.

2.4 The Operations Management Team

The Operations Management Team (made up of the Manager, Outreach, emotional support leads and counselling leads) runs the service and meets together on a weekly basis. Several changes took place within the team during the period. The team reports to the Directors and a member of the management team attends the Board meetings. In the second quarter of 2021 a new team was formed from a group of new participants. The new team is headed by the Operations Manager, Cathy Burnard.

The team consists of:

Operations Manager:	Cathy Burnard
Outreach, youth lead:	Aly Ede
Clinical Leads:	Jo Robb, Catherine Winters
Lead Emotional support workers:	Phillipa Hagon, Olly West

2.5 Volunteers

Volunteers are central to the work we do here at the Information shop. We have 2 volunteer counselling assessors, 8 drop in workers, volunteer counsellors and five trustees.

Many of our volunteers working in the drop-in service providing information, advice and/or emotional support and sexual health services are very experienced. Most have worked with young people, so already have a good working knowledge of young people and their needs.
Before they commence with us, they attend training, facilitated by Philippa Hagon and Aly Ede. The training is a way for the volunteers to gain an insight into who we are, how we operate and some of the fundamentals of emotional support.
Some of the volunteers are studying Psychology at Chichester University, so looking for experience in working in a mental health field and have proved to be of tremendous help to the project.

Our counselling team is made up of a mixture of qualified and trainee counsellors. All counsellors work from a humanistic modality and benefit from fortnightly clinical supervision and training opportunities within the project. On induction all counsellors receive specific training on counselling young people including safeguarding and confidentiality. We have two highly experienced and qualified counsellor assessors who volunteer twice monthly to undertake counselling assessments.

3. OBJECTIVES AND ACTIVITIES

The object of the charity, as set out in the governing document, is the relief of the physical and mental suffering of young people in Chichester and its surrounding areas by the provision of counselling and support.

The trustees confirm that they have paid due regard to the guidance given by the Charity Commission on public benefit.

The project aims to make fully accessible for all young people the information and support they need to enable them to become fully participative members of the community and active, independent citizens by:

- offering support and counselling to young people where need for such services is identified and assessed
- where appropriate, remote counselling / emotional support can be accessed.
- offering to all young people a focal point for the provision of independent information and advice, free from bias on the wide range of issues which affect their lives – for example, education, employment and training, family and relationships, health issues, housing and homelessness, justice and equality, money matters, and sport, travel and leisure
- encouraging young people to maximise the benefits of the wide range of opportunities available to

them

- encouraging and developing opportunities for volunteering
- providing the services on offer via staff who are trained and accustomed to working with young people
- actively seeking the participation of young people in the planning, development, management, delivery and evaluation of a service centred on their needs
- monitoring the needs of and provision for young people in the locality in order to inform the decision-making of local and national government

Mission Statement

"Chichester Information Shop undertakes to ensure continued provision of information, advice, support and counselling for young people aged 11-25 within Chichester and the surrounding area. Central to such provision will be an assurance to young people that **services will be free, confidential and offered independently from other services or influences**. Services will be centred on the young people using them, will be non target-driven, and will have young people at the heart of service development."

As members of Youth Access, we have adopted their Quality Standards system to ensure that our policies and procedures are of the highest order. The service also subscribes to the ethical framework of the British Association of Counselling & Psychotherapy (BACP), of which it is also a member.

4. ACHIEVEMENT & PERFORMANCE

Charitable Activities

Supporting Young People

Over the past six months the Information Shop has seen some exciting new changes. Not only have we moved premises to a much larger premises in central Chichester, but we have also employed 5 new staff members (operations manager, two Senior emotional support workers, an outreach coordinator, and another counselling lead).
We, like many other organisations faced some very challenging times throughout lock down but we were able to continue supporting young people remotely.
We are currently open Monday -Friday from 2pm-6pm.
The Information Shop opened its doors to our new premises on 26th July 2021. Since opening we have very quickly established ourselves as a safe place for young people.

Emotional support

- We offer a face-to-face emotional support service
- The emotional support lasts for 30-minutes and can be re- booked as and when required
- Clients waiting for counselling will sometimes choose to access our emotional support service until a counselling space has become available.
- The NHS sexual health support changed over the lock down period and can now be accessed online, we support young people to access the service and collect condoms and STI testing kits.

Counselling service

- All counsellors and clients have been given the opportunity to come and work face to face as opposed to remote, but some continue to work remotely.
- Young people can have up to 2 years of free counselling
- There are currently 5 supervision groups with space for 4 counsellors in each.
- We can have up to 20 counsellors, this number fluctuates throughout the year.

Key Activities & Achievements in 2022

During the year we have employed five new staff members

Cathy Burnard- Operations manager

Aly Ede- Outreach- Lead emotional support and outreach coordinator

Philippa Hagon- Senor Support worker

Olly West- Senor support worker

Counselling lead- Catherine Winters

Jo Robb- Counselling lead, Jo has been a key member of staff and has been working for the charity for the past 6 years.

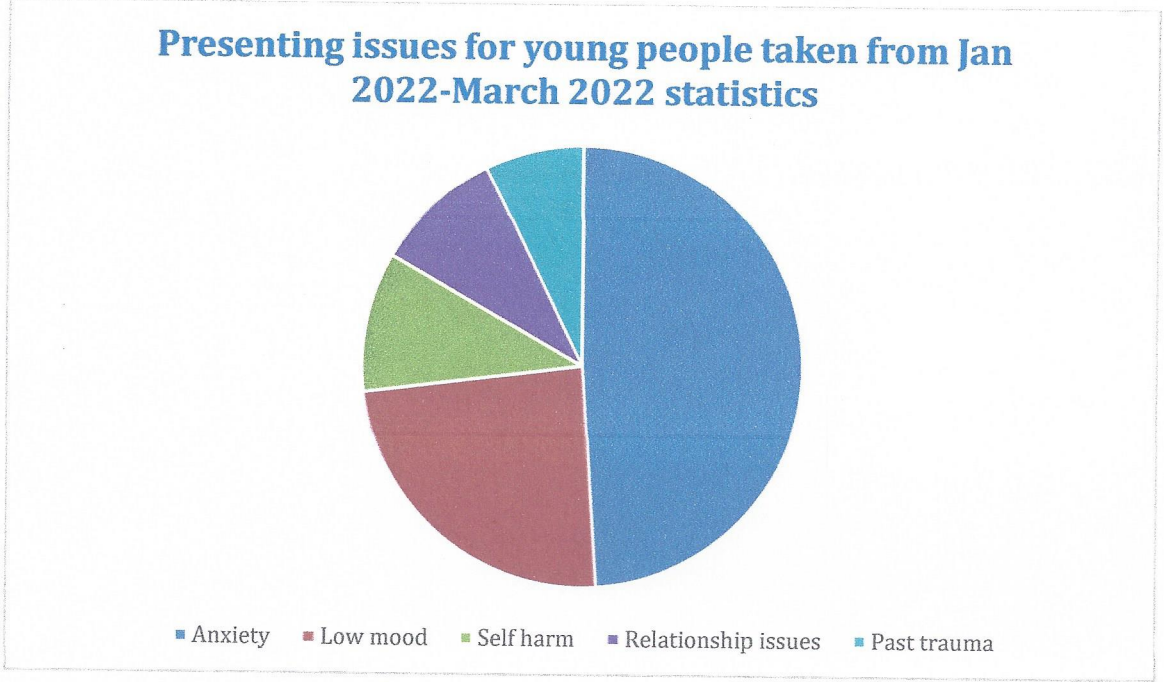
Social media

We have significantly increased our social media presence. Philippa Hagon (senior support worker) is responsible for updating our social media sites and liaising with the manager for appropriate and current topics to promote.

Outreach

We have worked very hard at developing community links. Aly Ede our Outreach/ Service lead has been very busy re-establishing old partners links and making new ones. The work undertaken so far includes meeting with local community police officers, attending school assemblies, Freshers week information stalls, attending collages, meeting with NHS sexual health team, Pregnancy options team, West Sussex emotional wellbeing support for young people, Mind, the life centre, and many other organisations who play a key part in supporting young people in the local area.

Presenting Issues for Young People Accessing the charity



5. FINANCIAL REVIEW

As a charity, we are wholly reliant on agencies, trusts and donors that recognise and understand the value of our work with young people, and wish to support us and help us to develop. A full list of contributors is included at the end of this Report.

As of 31st March 2022 we have allocated £40,000 of our cash resources to reserves in accordance with our policy of building cash reserves to cover future operating costs.

We have a policy of building financial reserves that will enable us to continue to provide our services for a limited time in the event that there was an interruption in incoming funding. Our policy is to build and hold cash reserves of a minimum of 3 months normal operating expenses. Ideally, we would like to increase these reserves to cover 6 months, as the services we offer are so critical to the young people who would suffer if we had to implement restrictions.

In order to diversify our funding base we employ Juliet Stallard of Footprint Funding, on a part time basis, who is enabling us to establish a strong fundraising strategy going forward. The aim is to build a diversified base of funding from a larger spread of organisations so that we do not become too dependent upon one organisation.

Reserves Policy

***a)* Background**

Since becoming a Charitable Company Limited by Guarantee in 2012, Chichester Information Shop has been concerned to ensure its financial competence. With regard to holding money in reserve, the trustees have been guided by the Charity Commission and have sought advice from other reputable bodies in order to determine policy on this matter.

***b)* Policy Statement**

It is the policy of Chichester Information Shop to ensure that it holds reserves to protect the charity against drops in income and to allow the charity to take advantage of new opportunities for the benefit of its clients. The Information Shop recognises that its reserves may be spent on any of its aims. The Information Shop aims to build and hold funds in reserve that will support a minimum of 3 months and preferably 6 months of operating costs. In terms of the current operating budget, this means a sum of £90,000 to cover 6 months costs.

***c)* Procedures**

In order to ensure that Chichester Information Shop maintains sufficient but not excessive reserves, and in order to both meet its needs and be financially stable, the following procedures will be adopted:

- Regular appraisal of the project's reserves by the Board
- Reporting of financial reserves at all trustee meetings
- Establishing criteria for holding a minimum level of free reserves to cover essential project running costs to include: rent; utilities; insurance; governance; wages; expenses; telephone/broadband; general admin costs.
- Ensuring monies set aside for specific purposes e.g. building works are noted as being separate from the Project's general reserves
- Establishing a time period that general reserves should cover. Currently seen as three months and ideally six months
- Monitoring and reviewing the Project's reserves by the Trustees on an annual basis

6. KEY AIMS & OBJECTIVES FOR 2021-2022

The information shop has been established for many years, although in its new premises it seems like a very new venture. With financial support from a range of foundations and organisations we were able to move into premises on South Street Chichester. This is in the heart of the city centre and provides great visibility and accessibility for young people. We have a new staff team, with more people, and hence have increased our capacity to offer our services.
Since reopening we have been busy establishing the new team, with the inherent belief that good teamwork is paramount to success in any organisation. We looked at the fundamentals and how as a team we could achieve what needed to be in place for a robust workable system for staff and young people. We are now in a good position to move forward and plan for the future. Training for both staff and volunteers is crucial for best practice and ongoing professional development. We plan to have a calendar of training events throughout the year. We started 2022 with safeguarding training for children and young adults. We had 12 places for the paid staff, supervisors and volunteer supervisors. Thereafter the training has been cascaded down to the wider team.

- January: Safeguarding training (children and vulnerable adults).
- February: Understanding self-harm and suicidal ideation
- March: The importance of attachment and relationships/ First Aid.
- We have training in the following later in the year: Sexual trauma, trauma, transgender awareness, body dysmorphia, autism awareness, working with children and young people.

Since re-opening in July 2021, we have seen people with more complex mental health issues, learning disabilities and autism accessing the centre. We have made reasonable adjustments to the way in which we practice, we have also identified a need for more training and robust risk assessing which have played a key role in supporting staff and young people. However, we continue to offer the fundamental thing that all young people need - a safe, confidential space which they can continue to access through difficult times.

It is our aim in the coming year:

- We are currently in the process of re-Branding, this will involve a new logo, a change of name to the Young People's Shop - Chichester (YPS) a new website and shop signage. We hope to re-launch in mid 2022.
- In the new year we will be forming a young person's panel, organising workshops and groups and focusing on various topics and themes impacting young people. Many young people have expressed an interest in health and wellbeing, we also plan to run groups on this next year.
- The team have seen many young males access the centre. As a team we are passionate about supporting young males who all too frequently struggle to access mental health services.
- In the spring we will be looking at working collaboratively with community projects focussing on outdoor activities, such as bush craft, wellness workshops with a focus on the outdoors and nature.
- To have a relaxation / sensory room built in one of the rooms. This can be used for group relaxation and emotional support.
- To continue to represent the project at multi-agency meetings to ensure as many young people know of our services as possible in a time when many other statutory services are diminishing.
- To continue to pursue funding streams. We have employed Footprint Fundraising to achieve a strong funding pipeline and to continue to develop a clear fundraising strategy for the future.
- To continually monitor and recognise what training requirements are needed with particular emphasis on accommodating those with autism, learning disabilities, complex trauma, suicidal

ideation and people from the transgender community. For staff and volunteers to have the skill and competence to continue supporting young people in an ever changing and uncertain environment.

- In January 2022, Cathy Burnard (operations manager) and Catherine Winters (Counselling lead) extended our working hours on Monday and Tuesday mornings from 9am - 2pm. This was to accommodate the growing number of new counsellors that have started this year.

7. STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees, who are also directors of the Chichester Information Shop for Young People for the purpose of company law, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice)

Company Law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

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; and
- Prepare the financial statements on the going concern basis unless it is appropriate to presume that the charity will continue in operation.

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

The trustee directors hereby confirm that there have been no serious incidents relating to the charity.
Approved by the Board of Directors on 14 December 2022 and signed on its behalf by:



Richard Lang (Trustee Director & Chairman)

Chichester Information Shop for Young People

Statement of Financial Activities

For the year ended 31 March 2022

	Notes	Unrestricted Funds	Restricted Funds	2022	2021
		£	£	£	£
Incoming Resources					
Voluntary Income					
Donations and grants	3	65,801	133,058	198,859	109,998
Investment Income					
Interest Income		5	0	5	15
Total Incoming Resources		**65,806**	**133,058**	**198,864**	**110,013**
Resources Expended					
Charitable Activities	4	60,881	72,726	133,607	78,724
Governance and fundraising costs	5	5,984	0	5,984	4,624
Total Resources Expended		**66,865**	**72,726**	**139,591**	**83,348**
Net Movement in Funds		**(1,059)**	**60,332**	**59,273**	**26,665**
Reconciliation of Funds					
Total Funds brought forward		77,294	0	77,294	50,629
Total Funds carried forward		**76,235**	**60,332**	**136,567**	**77,294**

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

Chichester Information Shop for Young People

Balance Sheet

As at 31 March 2022

	Notes	2022 £	2021 £
Current Assets			
Cash at bank and in hand		133,674	79,097
Debtors	8	5,000	0
Total Current Assets		**138,674**	**79,097**
Creditors: amounts falling due within one year	9	**2,107**	**1,803**
Total Assets less Current Liabilities		**136,567**	**77,294**
Income Funds			
Unrestricted funds		76,235	77,294
Restricted funds		60,332	0
		136,567	**77,294**

The charity is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2022. No member of the charity has deposited a notice, pursuant to section 476, requiring an audit of these accounts.

The trustees acknowledge their responsibilities for:

a) Ensuring that the charity keeps accounting records which comply with sections 386 and 387 of the Companies Act 2006 and
b) Preparing accounts which give a true and fair view of the state of affairs of the charity as at the end of the financial period and of its incoming resources and application of resources, including its income and expenditure, for the financial period in accordance with the requirements of sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to accounts so far as applicable to the charitable company.

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

The accounts were approved by the Board on 14 December 2022 and were signed on its behalf by:

Richard Lang (Trustee Director and Chairman)

Notes to the Financial Statements
For the Year ended 31 March 2022

1. Accounting Policies
The principal accounting policies are summarised below.

(a) Basis of accounting
The financial statements have been prepared under the historical cost convention in accordance with the 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 (FRS102) (effective 1 January 2019) – Charities SORP (FRS 102) and the Companies Act 2006, the Companies Act 2006 and the Statement of Recommended Practice: Accounting and Reporting by Charities issued in March 2005. The charity is a Public Benefit Entity as defined by FRS 102.

(b) Fund accounting
- Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.
- Restricted funds are subjected to restrictions on their expenditure imposed by the donor.

(c) Incoming resources
All incoming resources are included in the Statement of Financial Activities when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy. The following policies are applied to particular categories of income:
- Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant
- Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts.

(d) Resources expended
Expenditure is recognised on an accruals basis as a liability is incurred 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.
- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the independent examination fees and costs linked to the strategic management of the charity.

(e) Fixed assets
Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life:

Office equipment	25% on cost
Building improvements	10% on cost

Only items of a capital nature that are over £700 are capitalised as fixed assets and depreciated.

2. Trustee Director Remuneration & Related Party Transactions

No trustee directors received any remuneration during the year.

No trustee director or other person related to the charity had any personal interest in any contract or transaction entered into by the charity during the year.

3. Donations

	Unrestricted	Restricted	2021/22 Total
	£	£	£
Woodger Trust		10,000	10,000
John Pritchard Trust (incl £15K for 22/23)	40,000	30,000	70,000
Sussex Community Fund	5,000	19,722	24,722
National Lottery		56,756	56,756
Goodwood		6,580	6,580
Children in Need		10,000	10,000
Groundwork UK	2,000		2,000
Ian Askew	1,000		1,000
Boltini Trust	2,000		2,000
Ernest Kleinwort	3,000		3,000
Munro Charitable Trust	1,000		1,000
COOP	1,500		1,500
Woodward Trust	1,000		1,000
Mikado	5,000		5,000
John Coates ASD	4,000		4,000
Donations Received	301		301
	65,801	**133,058**	**198,859**

4. Expenditure on charitable activities

	2022	2021
	£	£
Clinical salaries and service provision	62,217	47,471
Premises costs	25,501	6,721
Travel and subsistence costs	63	0
Administrative salaries	21,268	13,638
Bookkeeping fees	821	0
Other administration costs	24,141	10,894
Finance costs	(404)	0
	133,607	**78,724**

5. Governance and fundraising costs

	2022	2021
	£	£
Governance	500	184
Fundraising costs	5,484	4,440
	5,984	**4,624**

6. Taxation

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

7. Employees

The average number of employees during the year was 7 (2021: 4). No employees received emoluments in excess of £60,000.

8. Debtors: amounts falling due within one year

	2022	2021
	£	£
Rent deposit	**5,000**	**0**

9. Creditors: amounts falling due within one year

	2022	2021
	£	£
Trade creditors	1,190	1,219
Other creditors	417	584
Accruals	500	0
	2,107	**1,803**

10. Movements in funds

	At 01.04.21	Income	Expenditure	At 31.03.22
	£	£	£	£
Unrestricted Funds	77,294	65,806	66,865	76,235
Restricted Funds:	0	133,058	72,726	60,332
	77,294	**198,864**	**139,591**	**136,567**

11. Analysis of net assets between funds

	Unrestricted Funds	Restricted Funds	Total 31.03.22	Total 31.03.21
	£	£	£	£
Bank and cash	73,342	60,332	133,674	79,097
Debtors	5,000	0	5,000	0
Creditors	2,107	0	2,107	1,803
	76,235	**60,332**	**136,567**	**77,294**

Independent Examiner's Report to the Trustees of Chichester Information Shop for Young People, company number 07968887

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2022.

Responsibilities and basis of report

As the charity's trustees of the Company (who are also the directors of the company for the purposes of company law), you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ("the 2006 Act").

Having satisfied myself that the accounts of the Company are not required to be audited for this year under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ("the 2011 Act"). In carrying out my examination, I have followed the Directions given by the Charity Commission (under section 145(5)(b) of the 2011 Act.

My firm has provided bookkeeping services to the charity and I can confirm that I am a member of The Institute of Chartered Accountants in England & Wales (ICAEW) and that body is subject to the provisions of the Revised Ethical Standard 2016 issued by the Financial Reporting Council (FRC).

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention which gives me cause to believe that:

- accounting records were not kept in accordance with section 386 of the Companies Act 2006; or
- the accounts do not accord with such records; or
- the accounts do not comply with relevant accounting requirements under section 396 of the Companies Act 2006 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
- the accounts have not been prepared in accordance with the Charities SORP (FRS102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed: 

Name: Jonathan Rowden FCA

Date: 14-12-2022

Address: 2 Dukes Court, Bognor Road, Chichester, West Sussex PO19 8FX

Chichester Information Shop for Young People

Income & Expenditure Account

For the year ended 31 March 2022

Account	Unrestricted Funds	Restricted Funds	2022	2021
	£	£	£	£
Incoming Resources				
Grants received - Restricted Funds	0	133,058	133,058	13,638
Grants received - Unrestricted Funds	65,500	0	65,500	96,360
Interest Income	5	0	5	15
Donations received - Unrestricted Funds	301	0	301	0
Total Incoming Resources	**65,806**	**133,058**	**198,864**	**110,013**
Direct Resources Expended				
Direct Charitable activities				
Clinical salaries - restricted	0	31,288	31,288	0
Clinical salaries - unrestricted	19,300	0	19,300	44,068
Clinical Employer's Nest Pension - unrestricted	1,517	0	1,517	0
Clinical supervision - restricted	0	0	0	
Clinical supervision - unrestricted	4,885	0	4,885	3,145
DBS checks	1,331	0	1,331	0
Unallocated salary costs from WSCC	3,297	0	3,297	0
Service provision - unrestricted	599	0	599	258
Total Direct Charitable activities	**30,929**	**31,288**	**62,217**	**47,471**
Total Direct Resources Expended	**30,929**	**31,288**	**62,217**	**47,471**
Indirect Charitable Activities				
Premises costs				
Rent - restricted	0	18,287	18,287	0
Rent - unrestricted	450	0	450	6,721
Premises insurance	0	2,675	2,675	0
Rates and water - restricted	0	142	142	0
Light, Power, Heating - restricted	0	601	601	0
Repairs & Maintenance	2,426	0	2,426	0
Cleaning	920	0	920	0
Total Premises costs	**3,796**	**21,705**	**25,501**	**6,721**
Travel and subsistence costs				
Travel and subsistence	63	0	63	0
Total Travel and subsistence costs	**63**	**0**	**63**	**0**
Wages and salaries - administration				
Admin Salaries - Restricted	0	17,779	17,779	13,638
Admin salaries - unrestricted	171	0	171	0
Administration Employer's Pension - unrestricted	525	0	525	0
Unallocated Pensions Costs	2,793	0	2,793	0
Total Wages and salaries - administration	**3,489**	**17,779**	**21,268**	**13,638**

Income & Expenditure Account

For the Year ended 31 March 2022 (continued)

Account	Unrestricted Funds	Restricted Funds	2022	2021
	£	£	£	£
Legal and professional fees				
Bookkeeping and Accountancy Fees	821	0	821	0
Total Legal and professional fees	**821**	**0**	**821**	**0**
Other administration costs				
Covid expenses	503	0	503	0
Expensed equipment	4,929	0	4,929	0
General Expenses	26	0	26	0
Hire of equipment	101	0	101	0
Insurance	968	0	968	484
IT Software And Consumables - restricted	0	1,000	1,000	0
IT Software And Consumables - unrestricted	6,024	0	6,024	7,243
Moving costs	2,319	0	2,319	0
Office exps eg tea/coffee etc	404	0	404	0
Postage, Freight & Courier	25	0	25	0
Printing & Stationery	1,049	0	1,049	135
Publicity/Promotion - restricted	0	0	0	55
Publicity/Promotion - unrestricted	1,228	0	1,228	0
Recruitment costs	440	0	440	0
Staff Training - restricted	0	954	954	0
Staff training - unrestricted	1,584	0	1,584	275
Staff welfare	998	0	998	0
Subscriptions	433	0	433	0
Telephone & Internet	1,113	0	1,113	2,702
Volunteer expenses	43	0	43	0
Total other administration costs	**22,187**	**1,954**	**24,141**	**10,894**
Finance costs				
Bank Fees	(404)	0	(404)	0
Total Finance costs	**(404)**	**0**	**(404)**	**0**
Total Indirect Charitable Activities	**29,952**	**41,438**	**71,390**	**31,253**
Governance and fundraising costs				
Governance	500	0	500	184
Fundraising	5,484	0	5,484	4,440
Total Governance and fundraising costs	**5,984**	**0**	**5,984**	**4,624**
Total Resources Expended	**66,865**	**72,726**	**139,591**	**83,348**
Net Incoming/(Outgoing) Resources	**(1,059)**	**60,332**	**59,273**	**26,665**

A HUGE "THANK YOU"

to those who funded us in 2021-2022:

Woodger Trust	10,000
John Pritchard Trust	70,000
Sussex Community Fund	24,722
National Lottery	56,756
Goodwood	6,580
Children in Need	10,000
Groundwork UK	2,000
Ian Askew	1,000
Boltini Trust	2,000
Ernest Kleinwort	3,000
Munro Charitable Trust	1,000
COOP	1,500
Woodward Trust	1,000
Mikado	5,000
John Coates ASD	4,000
Donations Received	301

Young People's Shop Ltd

England & Wales - Charity number 1148771

Accounts

Chichester Information Shop for Young People

A charitable company limited by guarantee
offering independent, unbiased counselling, support, information and advice
to young people aged 13-25

Est. 1998

Directors' Annual Report and Financial Statements for the Year Ended 31 March 2021

Charity number: 1148771
Company number: 07968887

Chichester Information Shop for Young People

(A company limited by guarantee)

Directors' Report & Financial Statements

For the Year Ended 31 March 2021

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Chichester Information Shop for Young People (A company limited by guarantee)

COMPANY INFORMATION for the year ended 31 March 2021
Reference and Administrative Information

Charity Name: Chichester Information Shop for Young People
Charity registration number: 1148771
Company registration number: 07968887
Registered Office and
operational address: 29 South Street, Chichester, West Sussex, PO19 1EL

Trustee Directors:
Richard Lang Chair
Kim Shaw
Sara Pickford
Maureen Doyle
Ali Meyrick

Operations Manager: Interim Manager Ben Doyle (to 28th Feb 2021)

Clinical Supervisors: Julie Slumbers, Margaret Hambrook, Vhari McEwan
and for Emotional Support: Jo Robb

Outreach and Youth Services Lead: Jo Robb

Lead Support Worker: Beth Stephenson-Wade
Lead Support Worker: Kirsty Stimpson

Administrative Worker:

Volunteer Counsellors: Ellie Stimpson (Assessor) Amanda Halford (Assessor) Jane Oswin, Simon Lambert, Gemma Lord, Michelle Stone, Carron Cosbert, Shameem Slow, Catherine Winters, Hugh Rushden, Louise Wise, Melissa Marlow, Selma Sturdy, Roisin Venter, Philippa Hogan,

Information Support Workers: Melissa Marlow

Young People's Panel Lead: Melissa Marlow

Lead Safeguarding Officer: Jo Robb

Lead Child Protection Officer: Amanda Halford

Bankers: Barclays, East Street, Chichester PO19 1HR

Chichester Information Shop for Young People is affiliated to Youth Access (the national membership body for young people's information, advice and counselling services) and works within the guidelines of the British Association of Counselling & Psychotherapy (BACP) of which it is also a member.

CHICHESTER INFORMATION SHOP FOR YOUNG PEOPLE

Charity No. 1148771 **Company No.** 07968887

REPORT OF THE TRUSTEE DIRECTORS
for the year ended 31 March 2021

The Directors present their report and financial statements for the year ended 31 March 2021.

1. INTRODUCTION

Chichester Information Shop was established 21 years ago in 1999 under the governance of West Sussex County Council. Following funding cuts in 2009, it became an independent stand-alone service and in 2012 the organisation became a charitable company limited by guarantee. This preserved its ability to continue operating within the guidelines set by the National Youth Agency in 1993 for Information Shops, and to work to the Quality Standards set by Youth Access (the national organisation for Youth Information, Advice & Counselling Services - YIACS).

The project initially sought to retain and preserve its open-ended counselling service for young people, operating from a room within Chichester Boys' Club. In December 2019, due the impact ot the Covid-19 pandemic, the charity moved out of its old premises at The Boys Club in Little London. The premises had been invaluable to the project from 2012 but had become too small and cramped to cope with the growth being experienced and to accommodate future plans. New premises will be sought after the pandemic allows return to normal operating procedures.

2. STRUCTURE, GOVERNANCE & MANAGEMENT

2.1 Governing Document

The organisation is a charitable company limited by guarantee (with no share capital), incorporated on 21 February 2012 and registered as a charity on 31st August 2012. The Memorandum and Articles of Association form the governing document.

2.3 Trustee Directors

The directors, as defined in the Memorandum and Articles, act as both the directors of the company and, since the organisation is a registered charity, also as its charitable trustees. The Board of Directors provides the strategic leadership for the organisation. All members give their time voluntarily and receive no benefits from the charity. The Board meets quarterly, or more frequently if circumstances demand, and encourages the attendance of a member of the Operations Management Team, whose input is of equal weight as that of a trustee.

At 31st March 2021 there were five directors, the number having decreased following the resignation of Allison Madden after many years of outstanding contribution to the project.

2.4 The Operations Management Team

Under normal circumstances the Operations Management Team (made up of the Manager, Lead Support Worker & Administrator) runs the service and meets together on a weekly basis. Several changes took place within the team during the period. The team reports to the Directors and a member of the management team attends the Board meetings. In the first

quarter of 2020 this team was severely disrupted by ill health of both the Project Manager and the Administration Worker. This was then compounded by the pandemic and the lockdown that started in March 2020. We were fortunate to be able to appoint an Interim Manager to take up the reins. The Project Manager was unable to work until January 2021. However, after a short time back at work her illness came back and she had to resign. The project had been managed by her for several years and her absence was a severe loss. The Administration Worker also was unable to return to work and resigned in August 2020.

Due to lockdown the premises were effectively closed and all contact with clients was managed remotely using zoom, telephone and webchat. The absence of two staff members meant that reliance was placed on the Interim Manager and the Counselling Lead who between them managed the volunteers and supervisory staff. Their contributions were pivotal to the project remaining open, albeit remotely. The trustees had to become involved intensely during the period in order to cope with the necessary temporary changes brought about by lockdown and staff absences. The Interim Manager's role ended in February 2021 and a search was started for a replacement Operations Manager to begin when new premises are set up in the financial year starting 1st April 2021

By 31st March 2021 the end of lockdown was approaching and a search for new premises was underway with the aim of reopening full service by mid summer.

2.5 Volunteers

Volunteers are central to the work we do here at the Information shop. Under normal circumstances we have two volunteer counselling assessors, eight drop in workers, up to 20 volunteer counsellors and five trustees. During lockdown 'drop in' was suspended and a remote telephone helpline was used to continue support.

Our counselling team is made up of a mixture of qualified and trainee counsellors. All counsellors work from a humanistic modality and benefit from fortnightly clinical supervision and training opportunities within the project. On induction all counsellors receive specific training on counselling young people including safeguarding and confidentiality. We have two highly experienced and qualified counsellor assessors who volunteer twice monthly to undertake counselling assessments.

3. OBJECTIVES AND ACTIVITIES

The object of the charity, as set out in the governing document, is the relief of the physical and mental suffering of young people in Chichester and its surrounding areas by the provision of counselling and support.
The project aims to make fully accessible for all young people the information and support they need to enable them to become fully participative members of the community and active, independent citizens by:

- offering support and counselling to young people where need for such services is identified and assessed
- Where appropriate remote counselling/ emotional support can be accessed.
- offering to all young people a focal point for the provision of independent information and advice, free from bias on the wide range of issues which affect their lives – for example, education, employment and training, family and relationships, health issues, housing and homelessness, justice and equality, money matters, and sport, travel and leisure
- encouraging young people to maximise the benefits of the wide range of opportunities available to them
- encouraging and developing opportunities for volunteering

- providing the services on offer via staff who are trained and accustomed to working with young people
- actively seeking the participation of young people in the planning, development, management, delivery and evaluation of a service centred on their needs
- monitoring the needs of and provision for young people in the locality in order to inform the decision-making of local and national government

Mission Statement

Chichester Information Shop undertakes to ensure continued provision of information, advice, support and counselling for young people aged 11-25 within Chichester and the surrounding area. Central to such provision will be an assurance to young people that **services will be free, confidential and offered independently from other services or influences**. Services will be centred on the young people using them, will not be target-driven, and will have young people at the heart of service development.
As members of Youth Access, we have adopted their Quality Standards system to ensure that our policies and procedures are of the highest order. The service also subscribes to the ethical framework of the British Association of Counselling & Psychotherapy (BACP), of which it is also a member.

4. ACHIEVEMENT & PERFORMANCE

Charitable Activities

Supporting Young People

The Coronavirus pandemic has upset the fragile balance between hope and anxiety that many young people live with.

Like many other organisations we faced some very challenging times throughout lockdown, but we were able to continue supporting young people remotely. All counsellors were given smart phones to enable them to work remotely and clients were seen by telephone or zoom. The youth services side of the charity also went remote by offering telephone and webchat sessions. We continued to remain open 'remotely' to young people with the following hours: Monday to Wednesday 10am to 6pm, Thursday 12pm to 6pm, Friday 2pm to 6pm. By the end of the period a return to normal working could be seen to be only a few months away.

The search for new premises in which to reopen had been followed throughout lockdown and it was evident that the costs would be significantly higher than in the old premises. The decision was taken to approach funding organisations to support future commitment to 3-year funding packages to cover the increase in costs involved in identifying and moving to new premises. The aim was to find new premises offering improvement; through bigger rooms with windows, proper ventilation, effective sound proofing and no forced limit to counselling hours due to noisy activities in the adjacent building. We have been fortunate to secure new financial support from important funders. As a result, the trustees have been able to make the decision to move. This will mark a significant and very exciting step forward for the Charity by providing us with the necessary safe space within which to expand our services and cope with the anticipated increase in young people's mental health issues as the impact of the pandemic materialises over the coming months.

Emotional Support

- The emotional support sessions last for 30 minutes and can be rebooked as and when required.

- Clients waiting for counselling will sometimes choose to access our emotional support service until a counselling space has become available.
- The NHS sexual health support changed over the lockdown period and could be accessed online. We continued to support young people to access the service and collect condoms and STI testing kits.

Counselling Service

- There are currently 4 supervision groups.
- The counsellors are supervised bi-weekly. There are no more than 4 counsellors in each supervision group, which is line with the BACP requirements.

Key Activities & Achievements in 2021

During the year we have:

- Maintained a core level of staffing during lockdown including;
  - a Lead Support Worker/Outreach Worker (Jo Robb)
  - an Interim Office Manager (Ben Doyle)
  - Two remote emotional support workers (Kirsty Stimpson and Beth Stephenson-Wade)
  - The continuation of counselling supervision provision via three independent Supervisors
- Launched two remote emotional support services to function as temporary drop-in replacements (telephone helpline and secure online chat)
- Increased the hours our remote services have been available, originally 17.5 hours per week, currently 34
- Maintained a consistent, albeit reduced, level of clients being seen remotely by our counsellors
- Recruited a 2nd counselling assessor to increase the number of young people being passed to our counselling team
- Improved our ability to report on volume and nature of contact to our emotional support services

Outreach

Outreach work was significantly curtailed by lockdown. Outreach was only possible via social media

Staffing

Lockdown in March saw many of our emotional support volunteers, of which many were university students, return home, however we continued to employ our core staff to operate the remote service, including the promotion from volunteer to paid employee of Beth Stephenson-Wade, allowing us to increase our service availability.
We fully intend to recruit more volunteers to staff our drop-in service once it resumes and our operation returns to pre-lockdown status.
For health reasons we had to say goodbye to our Admin Worker/GDPR & Data Protection Officer, Fern Sadler, whose role and responsibilities have been undertaken by our Interim Office Manager Ben Doyle.

Presenting Issues For Young People Accessing Our Telephone Helpline and Online Support Service

Throughout lockdown the predominant presenting issues were the following:

- Anxiety of being at work during the pandemic
- OCD
- Self-harm
- Relationships
- Exam anxiety
- Excessive exercise
- Issues with food and eating

5. FINANCIAL REVIEW

As a charity, we are wholly reliant on agencies, trusts and donors that recognise and understand the value of our work with young people, and wish to support us and help us to develop. A full list of contributors is included at the end of this Report.

At the end of the 2020-2021 period we held total funds of £77,294 (of which £0 relates to restricted funding). This balance now includes funds held as 'reserves' of £35,000.

We have a policy of building financial reserves that will enable us to continue to provide our services for a limited time in the event that there was an interruption in incoming funding. Our policy is to build and hold cash reserves of a minimum of 3 months normal operating expenses. Ideally, we would like to increase these reserves to cover 6 months, as the services we offer are so critical to the young people who would suffer if we had to implement restrictions.

In order to diversify and strengthen our funding base we have employed Juliet Stallard of Footprint Funding. Her work has started to yield real benefits and our funding support is growing. The aim is to build a diversified base of funding from a larger spread of organisations so that we do not become too dependent upon one organisation.

Reserves Policy

a) Background

Since becoming a Charitable Company Limited by Guarantee in 2012, Chichester Information Shop has been concerned to ensure its financial competence. With regard to holding money in reserve, the trustees have been guided by the Charity Commission and have sought advice from other reputable bodies in order to determine policy on this matter.

b) Policy Statement

It is the policy of Chichester Information Shop to ensure that it holds reserves to protect the charity against drops in income and to allow the charity to take advantage of new opportunities for the benefit of its clients. The Information Shop recognises that its reserves may be spent on any of its aims. The Information Shop aims to build and hold funds in reserve that will support a minimum of 3 months and preferably 6 months of operating costs.

c) Procedures

In order to ensure that Chichester Information Shop maintains sufficient but not excessive reserves, and in order to both meet its needs and be financially stable, the following procedures will be adopted:

- Regular appraisal of the project's reserves by the Board
- Reporting of financial reserves at all trustee meetings
- Establishing criteria for holding a minimum level of free reserves to cover essential project running costs to include: rent; utilities; insurance; governance; wages; expenses; telephone/broadband; general admin costs.

- Ensuring monies set aside for specific purposes e.g. building works are noted as being separate from the Project's general reserves
- Establishing a time period that general reserves should cover. Currently seen as three months and ideally six months
- Monitoring and reviewing the Project's reserves by the Trustees on an annual basis

6. KEY AIMS & OBJECTIVES FOR 2021-2022

The first significant objective is to set up in new premises. Following this we plan to employ more staff starting with an Operations Manager and then build a new team with the key positions being:

- Operations Manager
- Senior Support workers
- Counselling Lead
- Outreach and Emotional Support Lead
- Admininstrator

Training for both staff and volunteers is crucial for best practice and ongoing professional development. We plan to have a calendar of training events throughout the coming year. Training such as safeguarding is paramount when working with young people and vulnerable adults.

- January: Safeguarding training (children and vulnerable adults).
- February: Understanding self-harm and suicidal ideation
- March: The importance of attachment and relationships/ First Aid.
- We have training in the following later in the year: Sexual trauma, trauma, Transgender awareness, Body dysmorphia, autism awareness, working with children and young people.

Since re-opening in July 2021, we have seen people with more complex mental health issues, learning disabilities and autism accessing the centre. We have made reasonable adjustments to the way in which we practice, we have also identified a need for more training and robust risk assessing which have played a key role in supporting staff and young people. However, we continue to offer the fundamental thing that all young people need - a safe, confidential space which will stay alongside them through difficult times.

It is our aim in the coming year:

- We are currently in the process of re-branding. This will involve a new logo, a change of name to the Young People's Support Centre Chichester (YPSC), a new website and shop signage.
- To re-establish a young person's panel, organising workshops and groups and focusing on various topics and themes impacting young people.
- Groups aimed at young males
- To develop community projects focussing on outdoor activities, such as bush craft, wellness workshops with a focus on the outdoors and nature.
- To have a relaxation/ sensory room built in one of the rooms. This can be used for group relaxation and Emotional support.

- To continue to represent the project at multi-agency meetings to ensure as many young people know of our services as possible in, a time when many other statutory services are diminishing.
- To continue to explore funding streams with input from Footprint Fundraising so that we have a clear fundraising strategy in place.
- To continually monitor and recognise what training requirements are needed specially to accommodate those with autism, learning disabilities, complex trauma, suicidal ideation and people from the transgender community. For staff and volunteers to have the skill and competence to continue supporting young people in an ever changing and uncertain environment.

* * * * * * *

This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities (issued in March 2005) and in accordance with the special provisions of Part VII of the Companies Act 2006 relating to small entities.
The trustee directors hereby confirm that there have been no serious incidents relating to the charity.
Approved by the Board of Directors on 28th December 2020 and signed on its behalf by:



Richard Lang (Trustee Director & Chairman)

Chichester Information Shop for Young People

Charity No: 148771
Company No:7968887

STATEMENT OF FINANCIAL ACTIVITIES
(Includes the Income & Expenditure Account)
For the Year Ended 31st March 2021

	Details of own analysis	Notes	Unrestricted funds £	Restricted funds £	Total this year £	Total last year £
INCOMING RESOURCES						
Voluntary income	Donations & grants	3	96,360	13,638	109,998	77,733
Investment income			-	-	-	-
Other incoming resources	Interest, refunds etc	3	15	-	15	50
Total incoming resources			96,375	13,638	110,013	77,783
RESOURCES EXPENDED						
Charitable activities			69,526	13,638	83,164	77,300
Governance costs			1 84	-	1 84	4 23

Total resources expended	69,710	13,638	83,348	77,723
Net incoming/(outgoing) resources	26,665	0	26,665	60
Taxation				
Transfers				
Net movement in funds	26,665	0	26,665	60
Reconciliation of Funds				
Total funds brought forward	50,629	0	52,629	52,569
Total funds carried forward	77,294	0	**77,294**	50,629

BALANCE SHEET
At 31st March 2021

	Notes	Unrestricted funds £	Restricted income funds £	Total this year £	Total last year £
Fixed assets					
Tangible assets		-	-	-	-
Investments		-	-	-	-
Total fixed assets		-	-	-	-
Current assets					
Stock		-	-	-	-
Debtors				-	
Cash at bank and in hand		**79,097**	**-**	**79,097**	80,828
Total current assets		**79,097**	**-**	**79,097**	80,828
Creditors	5	1,803	-	1,803	28,381
Net assets		**77,294**	**-**	**77,294**	52,447
Funds of the Charity					
Unrestricted funds		77,294		77,294	52,447
Restricted income funds	6		-	-	
Total funds		**77,294**	**-**	**77,294**	52,447

For the year ending 31st March 2021, the Charitable Company is entitled to exemption from audit under Sect
of the Companies Act 2006 relating to small companies.
The members have not required the charitable company to obtain an audit of its financial statements for the
ended 31st March 2021 in accordance with Section 476 of the Companies Act 2006.
The directors acknowledge their responsibilities for:
(a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 o
Companies Act 2006 and
(b) preparing financial statements which give a true and fair view of the state of affairs of the charitable co
at
the end of each financial year and of its surplus or deficit for each financial year in accordance with the requi
of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relati
financial statements, so far as applicable to the charitable company.
These financial statements have been prepared in accordance with the special provisions of Part 15 of the Co
Act 2006 relating to small charitable companies and with the Financial Reporting Standard for Smaller Entities
(effective April 2008).

The financial statements were approved by the Board of Trustees on December 2012 and were signed o
behalf by:

.....
Richard Lang - Trustee Director & Chairman

Chichester Information Shop for Young People

Notes to the Financial Statements
For the Year ended 31 March 2021

1. Accounting Policies

The principal accounting policies are summarised below.

(a) Basis of accounting

The financial statements have been prepared under the historical cost convention and in accordance with the Companies Act 2006 and the Statement of Recommended Practice: Accounting and Reporting by Charities issued in March 2005.

(b) Fund accounting

- Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.
- Restricted funds are subjected to restrictions on their expenditure imposed by the donor.

(c) Incoming resources

All incoming resources are included in the Statement of Financial Activities when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy. The following policies are applied to particular categories of income:

- Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant
- Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts.

(d) Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred 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.

- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked to the strategic management of the charity.

(e) Fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life:

Office equipment	25% on cost
Building improvements	10% on cost

Only items of a capital nature that are over £500 are capitalised as Fixed Assets and depreciated.

2. Trustee Director Remuneration & Related Party Transactions

No trustee directors received any remuneration during the year.
No trustee director or other person related to the charity had any personal interest in any contract or transaction entered into by the charity during the year.

These notes form part of the financial statements

3. Donations

	Unrestricted	*Restricted*	*2020/21 Total*	*2019/20 Total*
	£	£	£	£
Amazon	16		16	
Groundwork UK	1,500		1,500	
Chichester City Council	2,143		2,143	
Sussex Community Fund	10,000	3,213	13,213	
Garfield Weston	10,000		10,000	
Children in Need		2,500	2,500	10,000
The John Pritchard Trust	40,000		40,000	35,000
Chichester Boys Club	1,728		1,728	
Boltini Trust	2,000		2,000	2,000
Clothworkers	1,500		1,500	
Covid Response BGC	9,533		9,533	
NEST Credit	252		252	
45 Chichester	4,000		4,000	
CDC	1,000		1,000	
Mikado	5,000		5,000	5,000
Hall & Woodhouse	1,500		1,500	1,208
Covers	72	100	172	
Hendy Foundation		1,245	1,245	
Sussex Community Trust	5,000		5,000	
COOP	1,056		1,056	
Chichester Free School	60		60	896
Goodwood		6,580	6,580	13,160
Other	10,469			
	96,360	**13,638**	**109,998**	77,733
Interest received	15		15	

4. Taxation

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

5. Creditors

A total of £1,803 included in the charity's expenditure for the year relates to invoice payments that were made after 31st March 2021, for goods and services that were acquired within 2020-2021

6. Movements in Funds

	At 01.04.20	**Income**	**Expenditure**	**At 31.03.21**
	£	**£**	**£**	**£**
Unrestricted Funds	**52,432**	**96,360**	**69,710**	**79,097**
Restricted Funds:	**NIL**	**13,638**		**-**
- Co-ordinator's salary	**-**		**13,638**	

52,432	**110,013**	**83,348**	**79,097**

These notes form part of the financial statements

Independent examiner's Report to the Trustees of Chichester Information Shop for Young People, company number 07968887

I report on the Accounts for the year ended March 2021.

Responsibilities and basis of report

As the charity trustees you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act')

I report in respect to my examination of the Trust's accounts carried out under section 145 of the Act and have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

I have completed my examination and confirm that no material matters have come to my attention giving me cause to believe that:

1. Accounting records were not kept as required by section 130 of the Act, or
2. The Accounts do not accord with those records, or
3. The Accounts do not comply with the applicable requirements concerning the form and content set out in the Charities Accounts and Reports) Regulations 2008 other than any requirement that they give a 'true and fair view' which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with examination to which attention should be drawn in this report to enable a proper understanding of the Accounts to be reached.



Peter Snell F.C.A

Old Quinings, Down Street, West Ashling, P018 8DS

Chichester Information Shop for Young People **Charity No: 1148771**
Company No: 07968887

Income & Expenditure Account
For the year ended 31st March 2021

	TOTAL £	Unrestricted £	Restricted £	Total last year £
INCOMING RESOURCES				
Grants	109,998	96,360	13,638	75,868
Donations				1,865
Refunds & acc transfers				
Interest	15	15		50
Total incoming resources	**110,013**	**96,375**	**13,638**	**77,783**
RESOURCES EXPENDED				
Charitable Activities				
Volunteer expenses	0	0	0	3,079
	0	*0*	*0*	*3,079*
Clinical Supervision	3,145	3,145	0	3,568
Staffing Costs	57,706	44,068	13,638	52,111
Training	275	275	0	958
	61,126	*47,488*	*13,638*	*56,637*
Telephone/broadband	2,702	2,702		1,382
Stationery & office consumables	135	135		788
Service provision	258	258		286
Subscriptions	0	0		435
Publicity/promotion	55	55	0	329
	3,150	*3,150*	*0*	*3,221*
Rent & utilities	6,721	6,721		10,143
Insurance	484	484		472
Equipment/Building	7,243	7,243		699
	14,448	*14,448*	*0*	*11,313*
Governance Costs	184	184		423
Fundraising	4,440	4,440		3,050
	4,624	*4,624*	*0*	*882*
Total Resources Expended	**83,348**	**69,710**	**13,638**	**77,723**
Net incoming/(Outgoing) Resources	**26,665**	**26,665**	**0**	**60**

This page does not form part of the statutory financial statements

A HUGE“THANK YOU”

to those who funded us in 2020-21

The full list of donors is set out in Note 3 to the accounts.

We express our deep gratitude to every individual and organisation who has funded us in the last year.

It is only due to the continued funding from those who have supported us for many years and the generous contributions from those who have supported us for the first time that we are able to offer the help, guidance and emotional support to the young people in the community we serve.

The impact of the pandemic in all its different manifestations has triggered a huge crisis for the young. We are committed to do all in our power to help them.

THE INFORMATION SHOP
for young people

29 South Street, Chichester, PO19 1EL ~ Tel. 01243 839093 ~ email: chi.infoshop@gmail.com