

OFF THE RECORD (TWICKENHAM)

England & Wales · Charity number 1152097

Details

Status Registered

Legal form Charitable company

Company number [08466382](#)

Registered 2013-05-20

Register [View on the Charity Commission register](#)

Contact

Address 2 Church Street
Twickenham
TW1 3NJ

Phone 02087441644

Email info@otrtwickenham.com

Website www.otrtwickenham.com

Activities

Objects: (1)THE ADVANCEMENT OF EDUCATION, THE PROTECTION AND PRESERVATION OF GOOD HEALTH AND THE RELIEF OF POVERTY, DISTRESS AND SICKNESS OF YOUNG PERSONS (BEING PERSONS UNDER THE AGE OF 25) IN THE UNITED KINGDOM, PARTICULARLY THE LONDON BOROUGH OF RICHMOND UPON THAMES.(2)THE RELIEF AND PREVENTION OF SUFFERING CAUSED BY MENTAL OR PHYSICAL ILL HEALTH OR BY SOCIAL OR ECONOMIC CIRCUMSTANCES AMONG YOUNG PEOPLE BY ESTABLISHING, MAINTAINING AND DEVELOPING A COUNSELLING SERVICE FOR THE GIVING OF INDIVIDUAL OR GROUP COUNSELLING, AND PRACTICAL ADVICE.

Activities: Off The Record Twickenham (OTR) provides counselling, supported information and sexual health services to young people aged 11 to 24 who live, work, or study in the borough of Richmond upon Thames.

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

Geography

- Richmond Upon Thames

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£305,913	£309,743	-	-
2024-03-31	£212,961	£315,932	-	-
2023-03-31	£276,577	£286,478	-	-
2022-03-31	£234,487	£256,867	-	-
2021-03-31	£288,242	£199,850	-	-

Trustees

Name	Role	Appointed
Charlotte West		2023-01-01
Claire Haynes		2023-11-15
Claire Holt		2023-01-01
Deborah Fearn		2023-11-15
Jasdeep Gill		2025-11-19
Jocelyn Wendy Mooney		2024-07-25
Laura Stewart		2023-11-15
Peter Lewis Jenkins		2022-07-14
Phil Woodford		2023-11-15
Rajesh Bakrania		2023-01-01
Susan Louise Jones		2025-11-19

OFF THE RECORD (TWICKENHAM)

England & Wales - Charity number 1152097

Accounts

OFF THE RECORD (TWICKENHAM) LTD
(A company limited by guarantee)

OFF THE RECORD (TWICKENHAM) LTD

Trustees' Report and Financial Statements
for the year ended 31st March 2025

OFF THE RECORD (TWICKENHAM) LTD
(A company limited by guarantee)

OFF THE RECORD (TWICKENHAM) LTD

Trustees' Report and Financial Statements
for the year ended 31st March 2025

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OFF THE RECORD (TWICKENHAM) LTD
(A company limited by guarantee)

REFERENCE & ADMINISTRATIVE DETAILS

Board of Directors (Trustees)	Peter Jenkins (Chair) Christopher Whistler (Treasurer - Resigned 9 May 2025) Rajesh Bakramia Deborah Fearn Claire Haynes Claire Holt Sarah McCarthy Jocelyn Mooney (Appointed 25 July 2024) Laura Stewart Charlotte West Philip Woodford
Registered Company number	8466382
Charity Registration number	1152097
Registered Office address	2 Church Street Twickenham TW1 3NJ
Bankers	The Cooperative Bank Redwood Bank Cambridge & Counties Bank
Independent Examiner	Debby Metcalf FCA

OFF THE RECORD (TWICKENHAM) LTD
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CHAIR'S REPORT

Lord Darzi produced a report last year into the state of the NHS and in an interview with him at the time of publication of the report, he said that the thing which had surprised him most was the state of mental health services and particularly young people's mental health services. We, at Off The Record, are not at all surprised by this, as being at the sharp end, we see this every day. The number of young people who seek our services continues to be very high and also the issues that they bring to us are more complex.

Off The Record provides counselling services for young people aged 11 to 24 across the London Borough of Richmond upon Thames and you might be surprised to know that this borough has the second highest level in London of hospitalisations for self-harm, and the highest level of hospitalisations for risky behaviour associated with poor mental health.

Many of the young people who come to us are desperately seeking help for these issues, as well as anxiety, depression, relationship problems, difficulties at school, loneliness and low self-esteem. Many do not feel able to talk to their parents or GP, and they have not been supported at school or by other statutory services.

The Trustees' Report on the following pages sets out the details of what we did to respond to these needs over the year to 31st March 2025 and also what we are intending to do this year. I am pleased to report that Off The Record has had a good year, particularly in relation to its finances and the recruitment of new counsellors.

After making a significant deficit in 2024, we basically broke even in 2025 and our reserves have remained stable at just under six months of annual expenditure. This was despite the fact that we only received £29,520 of statutory funding (from NHS SW London ICS) in the year. They decided, at the end of the first quarter, that they would no longer fund our two satellites which served Kingston clients and therefore, sadly, we had to close those two operations.

I would like to thank all of those who funded us last year. In particular, we received grant funding from Richmond Foundation, Hampton Fund, The Barnes Fund, The Sisters of The Holy Cross Church, BBC Children in Need and Heathrow Community Fund. We also, once again, received free office accommodation from St Mary's Church, Twickenham.

The recruitment of high-quality counsellors to meet the demand which we have for our services has been a challenge for us for some time, but I am pleased to say that for the first time since Covid lockdown, we became fully staffed across all locations during the year.

I would like to thank our Manager, Deborah Kerpner, and her dedicated team of counsellors and office staff. Their enthusiasm and hard work ensured that we continued to deliver an excellent service to our clients. I would like to thank all members of the Trustee Board for their efforts. Very sadly, our Treasurer, Chris Whistler, passed away on 16th May 2025. We were extremely fortunate to have had his considerable involvement for the last two and a half years and he will be much missed.

Our clients continue to really value the services that we provide and we get excellent feedback from them. Our aim is to continue to provide the best possible service to as many young people who need us in the coming year and beyond.

Peter Jenkins
Chair of the Board of Trustees

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TRUSTEES' REPORT

The Trustees present their annual report together with the financial statements of the Charity for the year ended 31st March 2025. The Annual Report serves the purposes of both a trustees' report and a directors' report under company law. The Trustees confirm that the Annual Report and Financial Statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102).

Since the company qualifies as small under section 382 of the Companies Act 2006, the strategic report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

Our Vision, Mission, Principles and Ways of working

Our **vision** is that every young person has a welcoming space where they feel valued, supported and listened to.

Our **mission** is to provide free, confidential and accessible information and counselling, to support young people's emotional and mental well-being when they are in need.

We have the following **principles**:

1. To be young people-centred and valuing their contribution in all aspects of service development and delivery
2. To provide a personal, responsive and inclusive service
3. To follow safe, effective and professional ways of working
4. To be friendly and informal and to value honesty, flexibility, integrity, and well-being
5. To champion the welfare of young people with a non-judgemental and empathic approach

In delivering our services we aim to:

- Take all reasonable steps to ensure young people's safety and well-being
- Work towards equality of access
- Provide competent, high-quality staff who are supported, supervised and trained, in accordance with our safer recruitment policy
- Involve young people at every level of our work
- Work alongside other agencies, recognising and valuing differences in ethos and approach
- Acknowledge inequalities and seek to counter oppression and discrimination
- Maintain high standards of monitoring and evaluation of our services
- Meet high standards of information governance and data security
- Achieve kite-marks and quality standards where appropriate

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Objectives and activities

1) Policies and objectives

As set out in our Articles of Association, the objects of the Charity are:

1. The advancement of education, the protection and preservation of good health and the relief of poverty, distress and sickness of young persons (being persons under the age of 25) in the United Kingdom, particularly the London Borough of Richmond upon Thames.
2. The relief and prevention of suffering caused by mental or physical ill health or by social or economic circumstances among young people by establishing, maintaining and developing a counselling service for the giving of individual or group counselling, and practical advice.

2) Public benefit

The work of the Charity is to support young people's emotional and mental well-being when they are in need.

The Trustees confirm that they have taken due account of the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the Charity's aims and objectives and in planning future activities.

Achievements and performance

Developments in the year to 31st March 2025

We delivered 3,539 sessions during the year, supporting 1,116 young people. This is 2% more sessions than the previous year, despite having to close our two satellites which served Kingston clients in July 2024, due to funding being withdrawn. We also supported 352 parents and carers of young people, up from 214 in the previous year. Our counselling drop-in service saw 501 young people (compared to 542 the previous year) and we provided bookable counselling sessions to 549 young people, up from 501 in the previous year.

We identified five key objectives for the year and we made progress against all of these.

1 To diversify our fundraising and marketing materials in order to achieve income targets, to maintain sufficient resources to operate at our current capacity

We achieved our income targets for the year and further progress has been made on diversifying our fundraising. However, more still needs to be done regarding diversification. In particular, unrestricted donations and gifts increased to £126,986 in the year compared to £69,594 in the previous year. New grants included £19,500 from the Sisters of the Holy Cross Church, £15,000 from BBC Children in Need and £10,377 from Heathrow Community Trust.

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2 To recruit sufficient additional high-quality counsellors to maintain and maximise current service offer at highest possible capacity

We worked hard during the year to recruit new counsellors and, for the first time since Covid lockdown, we became fully staffed across all locations.

3. Improve efficiency through implementing a customer relations management system (CRM).

Further work has been done on scoping the requirements for a new database/CRM, system, with a view to implementing such a system when we have the necessary funds to do this. Following this, there were a number of meetings with potential CRM providers, but we have not yet found one with the functionality which meets our specific requirements.

4. Develop staff processes to support staff retention and ensure that staffing structure best meets the needs of the organisation.

A draft staff handbook has been produced and this will be finalised and implemented in the coming year. We had no joiners or leavers in the year and the staff team has been stable for the past three years.

5. Develop our community and outreach work through our Friends and Young People's Advisory groups

We recruited new volunteers for our Friends of OTR group and we re-established our Young People's Advisory group (YPAG). This group was invaluable in collaborating on a project we worked on to provide support and guidance on self-harm and suicide. However, further progress needs to be made expanding our YPAG in order to fulfil the objectives which we would like this group to achieve.

Plans for the future

Our key objectives for the year to 31st March 2026 are to:

- Achieve income targets and recruit and retain counsellors to operate at full, budgeted service capacity and, if additional funds are secured, look at expanding services by opening new satellites.
- Invest in infrastructure (systems, structures and people) in order to improve efficiency and security of our current service offering and to facilitate potential future expansion.
- Develop our Young People's Advisory Group to ensure our services continue to meet the needs of our clients.
- Improve awareness and support for our service through improved use of digital resources and our Friends group and disseminate the impact of our work to stakeholders.
- Develop a three-year plan for 2026 to 2029

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Financial review

1) Overview

The Charity's total income during the period was £305,913 (2024: £212,961) against a total expenditure of £309,743 (2024: £315,932), giving an operating deficit for the period of £3,830 (2024: £102,971). Reserves of £135,252 (2024: £139,083) are carried forward to the next financial year. Unrestricted reserves are £96,161 (2024: £106,402) and restricted reserves are £39,092 (2024: £32,681).

The charity made a deficit of £10,241 (2024: deficit of £62,357) on unrestricted funds. Unrestricted income was considerably higher at £177,958, compared to the previous year (£119,641). Charitable expenditure increased from £174,042 to £186,552, due principally to cost of living salary increases to staff, general inflationary increases in costs and the funding of certain satellites, where funding was retrospectively withdrawn.

The charity made a surplus of £6,411 (2024: deficit of £40,614) on restricted funds. The deficit in the year to 31st March 2024 arose principally from the fact that c£40,000 of funding relating to that year was received in the previous financial year.

The Board receives a financial report quarterly showing income, expenditure, current resources and commitments. The Board approves an annual budget and regularly reviews forecasts of income and expenditure.

2) Reserves policy

The Board of Trustees' principal consideration is to ensure that consistency is maintained for the vulnerable young people within its support system and, to that end, it recognises the importance of developing sufficient free reserves to support the organisation.

The Charity's policy is to have total reserves of approximately six months total charitable expenditure. This includes unrestricted reserves to cover the possibility that funders, in particular of satellite hubs, may not renew funding in the future and that it might take time to find new funders for those services or to cease their operations. At 31st March 2025, total reserves amounted to £135,253 (2024: £139,083) which represented 5.3 months of total charitable expenditure (2024: 5.4 months).

3) Material investments policy

The Charity can invest money not required for its immediate purposes in investments, securities or property, subject to conditions or consents as may be required by law. At 31st March 2025, £80,822 (2024: £97,285) was held in three interest-earning bank deposit accounts; £60,185 was held across two fixed-term bond accounts and £20,637 was held in a 35-day access account.

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4) Principal funding

We have heard that many charities of our size across the country have recently struggled with funding and, as a result, have had to close some of their services, so we are very grateful indeed to everybody who has supported our fundraising efforts over the last year.

As noted in the Chair's Report, we received grant funding from Richmond Foundation, Hampton Fund, The Barnes Fund, NHS SW London ICS, The Sisters of The Holy Cross Church, BBC Children in Need and Heathrow Community Fund. We also received funding from Kew Fete, The Astor Foundation, Worshipful Company of Innholders and First Give. We, once again, received free office accommodation from St Mary's Church, Twickenham

As well as our main funders, who are vital to our service, we are always very grateful to local groups and individuals who have donated to us or put on events to support us. This year these included a fundraising drive at The Prince Albert, Twickenham, an auction at the Cole Park Road Residents Association AGM and collections at Eel Pie Studios' Open Weekends. Cosco, Megans, TK Maxx, The Hampton Wick United Charity and The Teddington & Hampton Music Festival also supported us.

One of our trustees, Claire Haynes, together with her running friends, ran the London Winter 10km, raising £3,500 for Off The Record Twickenham. James Whistler ran the London Marathon, raising a total of nearly £6,000, which was shared between us, Anthony Nolan and the Harlequins Foundation. James's time of 3 hours 12 minutes set a new Guinness World Record for the fastest marathon by a person dressed as a Harlequin!

We also ran a number of our own fundraising events which included stalls at the St Margarets Fair and Twickenham High Tide event. We also, once again, held our Christmas Carol concert, which was a great opportunity for some young people to show their support for us. While these events do not necessarily raise huge sums, we feel that it is important to have an opportunity to meet with our supporters and get involved in our community. We are always thrilled, at these events, by how many people come up to us to share their gratitude at how our support has changed the lives of their children, friends or relatives.

We had a very successful 'Quiz with a difference' in October, which included a silent auction, and we raised £7,000 from this evening. We will hold a similar event this October.

Finally, we were deeply saddened by the loss of Poppy Drew in March 2024, and we know that all her friends and family were profoundly affected too. Poppy clearly had very many friends, who cared deeply about her and to whom she was very special. We are immensely grateful that her family and friends made us the main charity in Poppy's memory and to date they have raised £22,000 in memory of Poppy. These very generous donations will provide vital support in helping us to continue our work with young people in crisis.

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Structure, governance and management

1) Risk Management

The Trustees have examined the major strategic, business and operational risks which the Charity faces and are satisfied that systems have been established and that there are appropriate reports to lessen these risks.

2) Governing document

Off The Record (Twickenham) Ltd is a registered charity (charity number: 1152097) in England & Wales originally constituted under a Memorandum and Articles of Association dated 13 April 2013 and approved by the Charity Commission on 20 May 2013. Off The Record (Twickenham) Ltd is a Company Limited by Guarantee without having a share capital, (Company No. 8466382). It is registered in England & Wales under a Company Certificate dated 28 March 2013. Revised Articles of Association were approved by the Members of the Charity on 14 June 2024.

3) Operations

The Charity operates from its registered office at 2 Church Street, Twickenham TW1 3NJ and also delivers services from a range of satellite centres throughout the London Borough of Richmond upon Thames. The Charity is managed by a full-time Manager, two part-time Assistant Managers and Business Manager, and uses freelance, paid staff, and volunteers to achieve its aims.

4) Structure of and Appointment to the Board

The power to appoint additional directors is vested within the existing Board. The Board of Directors (Trustees) should comprise at least four people (minimum age 16), but there is no maximum number specified in the Articles of Association. One third of the Board is required to retire at each Annual General Meeting. No maximum term of office for directors was specified in the original Articles of Association but this was changed on 14 June 2024, such that all directors must now retire and not be reappointed at the AGM nine years after the AGM at which they were first appointed.

5) Recruitment of trustees, induction and training

Existing trustees complete details of their skills and experience and these are considered when recruiting for new trustees. Ideally new trustees fill any gaps in experience and skills of the existing trustees.

A comprehensive induction of all new trustees takes place by providing them with information about what it means to be a charity trustee and information specific to Off The Record. This is followed by a face-to-face discussion of these documents. Ongoing training is provided to trustees as appropriate. All trustees have undertaken training on safeguarding, cyber security and IT governance.

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6) Going concern

After making appropriate enquiries, the Trustees have a reasonable expectation that the Charity has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

Statement of Trustees' responsibilities for the year ended 31 March 2025

The Trustees (who are also the directors of the company for the purposes 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. Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and of its incoming resources and application of resources, including its income and expenditure, 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 of the Charities SORP (FRS 102);
- make judgements and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) 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 company will continue in business.

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

In preparing this report, the Trustees have taken advantage of the small companies exemptions provided by section 415A of the Companies Act 2006.

Approved by order of the Board of Trustees on 7th August 2025 and signed on its behalf by:


.....
Mr P Jenkins


.....
Mrs C West

OFF THE RECORD (TWICKENHAM) LTD
(A company limited by guarantee)

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF OFF THE RECORD (TWICKENHAM) LTD (A COMPANY LIMITED BY GUARANTEE) ('THE CHARITY')

I report to the Charity's trustees on my examination of the accounts of the Charity for the year ended 31 March 2025.

Responsibilities and basis of report

As the charity's trustees of the Charity (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 Charity 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 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.

Independent examiner's statement

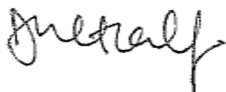
Since the Charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England & Wales ("ICAEW") which is one of the 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:

1. accounting records were not kept in respect of the Charity 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.

Signed:



Date: 25 August 2025

Debby Metcalf FCA, member of ICAEW
22 Trowlock Ave, Teddington, TW11 9QT

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STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31st MARCH 2025

	Note	Unrestricted funds £	Restricted funds £	Total funds 2025 £	Total funds 2024 £
Income and Endowment from:					
Donations and legacies		147,956	127,955	275,911	183,014
Charitable activities		12,440		12,440	18,266
Other trading activities		12,453		12,453	9,358
Investments		5,109		5,109	2,323
Total income	2	177,958	127,955	305,913	212,961
Resources expended:					
Raising funds	3	1,647		1,647	7,956
Charitable activities	4	186,552	121,544	308,096	307,976
Total expenditure		188,199	121,544	309,743	315,932
Net income/(expenditure)		(10,241)	6,411	(3,830)	(102,971)
Total funds brought forward		106,402	32,681	139,083	242,054
Total funds carried forward		96,161	39,092	135,253	139,083

The Statement of Financial Activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

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STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31ST MARCH 2024

	Note	Unrestricted funds £	Restricted funds £	Total funds 2024 £
Income and Endowment from:				
Donations and legacies		89,694	93,320	183,014
Charitable activities		18,266	-	18,266
Other trading activities		9,358	-	9,358
Investments		2,323	-	2,323
Total income	2	119,641	93,320	212,961
Resources expended:				
Raising funds	3	7,956	-	7,956
Charitable activities	4	174,042	133,934	307,976
Total expenditure		181,998	133,934	315,932
Net income/(expenditure)		(62,357)	(40,614)	(102,971)
Total funds brought forward		168,759	73,295	242,054
Total funds carried forward		106,402	32,681	139,083

The Statement of Financial Activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

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BALANCE SHEET AS AT 31 MARCH 2025

	Note	Total 2025 £	Total 2024 £
Current assets			
Debtors	8	31,071	36,079
Cash at bank and in hand	9	138,922	47,300
Current asset investments		60,185	57,285
Total current assets		230,178	140,664
 Creditors: Amounts falling due in one year	 10	 (94,925)	 (1,581)
 Net current assets		 135,253	 139,083
 Total net assets	 11	 135,253	 139,083
 Charity funds:			
Unrestricted funds		96,161	106,402
Restricted funds		39,092	32,681
 Total funds	 12	 135,253	 139,083

For the financial year ended 31st March 2025, the Charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The Members have not required the Charity to obtain an audit of its accounts for the year in question in accordance with section 476.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to small companies subject to the small companies' regime and in accordance with FRS102 SORP.

Approved by the Trustees on *7th August* 2025 and signed on their behalf by:

P Jenkins
Trustee

CSW West
Trustee

OFF THE RECORD (TWICKENHAM) LTD
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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31st MARCH 2025

1. Accounting policies

1.1 Basis of preparation of the financial statements

The Charity is a charitable company limited by guarantee and it is registered in England & Wales.

Financial Statements are prepared under the historical cost convention and in accordance with applicable accounting standards (FRS 102), the Statement of Recommended Practice "Accounting & Reporting by Charities" (effective 1st January 2019) and the Companies Act 2006.

The financial statements have been prepared on a going concern basis, as the charity's forecasts and projects, taking account of reasonably possible changes in fundraising performance, show that the charity should be able to meet its liabilities as they fall due.

The charity meets the definition of a public benefit entity under FRS 102.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

The Trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

1.2 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 or through the terms of a grant.

1.3 Income

All income is recognised once the company has entitlement to the income, any performance conditions attached to the income have been met, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Grants are included in the Statement of Financial Activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance Sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Donations in kind are recognised at reasonable estimates of their gross value to the charity or the amount actually realised.

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Charity, this is normally upon notification of the interest paid or payable by the bank.

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31st MARCH 2025
(continued)

1.4 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the company's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

1.5 Taxation

The charity is exempt from Corporation Tax, as all of its income is charitable and is applied for charitable purposes.

1.6 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered.

Prepayments are valued at the amount prepaid net of any trade discounts due.

1.7 Cash at bank and in hand

Cash at bank and in hand includes cash and short term liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar amount.

1.8 Current Asset Investments

Current asset investments comprise cash on deposit with a maturity of less than one year held for investment purposes rather than to meet short-term cash commitments as they fall due. They are valued at their fair value.

1.9 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance Sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the company anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation.

OFF THE RECORD (TWICKENHAM) LTD
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31st MARCH 2025
(continued)

2. Income

Current year	Unrestricted funds £	Restricted funds £	Total Funds £
Donations and legacies			
Donations & gifts	126,986	127,955	254,941
Gift Aid	4,570	-	4,570
Donated goods, facilities and services	16,400	-	16,400
	<u>147,956</u>	<u>127,955</u>	<u>275,911</u>
Charitable activities			
Sale of services	<u>12,440</u>	<u>-</u>	<u>12,440</u>
Other trading activities			
Fundraising events	<u>12,453</u>	<u>-</u>	<u>12,453</u>
Investment income			
Interest	<u>5,109</u>	<u>-</u>	<u>5,109</u>
Total income	<u>177,958</u>	<u>127,955</u>	<u>305,913</u>
Prior year	£	£	£
Donations and legacies			
Donations & gifts	69,594	93,320	162,914
Gift Aid	3,700	-	3,700
Donated goods, facilities and services	16,400	-	16,400
	<u>89,694</u>	<u>93,320</u>	<u>183,014</u>
Charitable activities			
Sale of services	15,406	-	15,406
Other income	2,860	-	2,860
	<u>18,266</u>	<u>-</u>	<u>18,266</u>
Other trading activities			
Fundraising events	<u>9,358</u>	<u>-</u>	<u>9,358</u>
Investment income			
Interest	<u>2,323</u>	<u>-</u>	<u>2,323</u>
Total income	<u>119,641</u>	<u>93,320</u>	<u>212,961</u>

OFF THE RECORD (TWICKENHAM) LTD
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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31st MARCH 2025
(continued)

3. Expenditure on raising funds

All expenditure on raising funds in 2025 and 2024 relates to staging fundraising events, plus £6,000 of expenditure in 2024 relates to remuneration for fixed-term fundraising support. All expenditure on raising funds is unrestricted.

4. Expenditure on charitable activities

Current year	Unrestricted funds £	Restricted funds £	Total funds £
Staff costs – remuneration & oncosts	83,343	63,229	146,572
Staff costs - other	11,622	-	11,622
Professional services – clinical supervision	15,555	-	15,555
Project costs – satellite & crisis counselling	44,856	58,315	103,171
Office & Admin costs	6,333	-	6,333
Premises costs	21,197	-	21,197
IT costs	2,389	-	2,389
Governance costs	1,257	-	1,257
Total expenditure on charitable activities	186,552	121,544	308,096

Prior year	Unrestricted funds £	Restricted funds £	Total funds £
Staff costs – remuneration & oncosts	103,401	41,172	144,573
Staff costs - other	11,741	-	11,741
Professional services – clinical supervision	10,038	-	10,038
Project costs – satellite & crisis counselling	15,074	92,762	107,836
Office & Admin costs	5,316	-	5,316
Premises costs	19,998	-	19,998
IT costs	5,511	-	5,511
Governance costs	2,472	-	2,472
Other costs	491	-	491
Total expenditure on charitable activities	174,042	133,934	307,976

Fees paid to the Charity's Independent Examiner for the independent examination of the Charity's accounts were £800 (2024: £800). No other fees were paid to them.

OFF THE RECORD (TWICKENHAM) LTD
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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025
(continued)

6. Staff remuneration costs and pensions

	2025	2024
	£	£
Wages and salaries	138,583	136,875
Social security costs	6,432	6,099
Pension costs	1,557	1,599
Total staff costs	<u>146,572</u>	<u>144,573</u>

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

Total amount paid to key management personnel in the year was £81,016 (2024: £78,792)

The average head count of staff employees in the year was 7 (2024: 7).

The average FTE of staff employees in the year was 4 (2024: 4)

The Charity operates a defined contribution pension scheme and the assets of the scheme are held separately from those of the Charity in an independently administered fund. The pension cost charge of £1,557 (2024: £1,599) were the contributions paid by the Charity to the fund, of which £755 (2024: £712) related to members of key management personnel.

7. Trustee remuneration & related party transactions

No remuneration directly or indirectly out of the funds of the Charity was paid or is payable for the year to any trustee or to any person or persons known to be connected with any of them.

No trustee or other person related to the Charity had any personal interest in any contract or transaction entered into by the charity during the year. (2024 - nil).

Related parties donated £4,545 in the year (2024: £875).

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025
(continued)

8. Debtors

	2025	2024
	£	£
Float with payroll provider	12,600	12,100
Accrued income	15,621	12,761
Accounts receivable	2,850	11,218
Total	31,071	36,079

9. Cash at bank and in hand

	2025	2024
	£	£
Short term deposits	20,637	40,000
Cash at bank	118,285	7,300
Total	138,922	47,300

10. Creditors: Amounts falling due within one year

	2025	2024
	£	£
Accounts payable	12,006	418
Other creditors	12,949	1,163
Deferred income	69,970	-
Total	94,925	1,581

11. Analysis of net assets

	Unrestricted funds	Restricted funds	Total
	£	£	£
Current year			
Current assets	178,456	51,722	230,178
Current liabilities	(82,295)	(12,630)	(94,925)
Total	96,161	39,092	135,253
Prior year			
Current assets	107,565	33,099	140,664
Current liabilities	(1,163)	(418)	(1,581)
Total	106,402	32,681	139,083

OFF THE RECORD (TWICKENHAM) LTD
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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31st MARCH 2025
(continued)

12. Movements in funds

Current year	B/fwd at 1/4/2024 £	Income £	Expenditure £	C/fwd at 31/3/2025 £
<u>Restricted Funds</u>				
Barnes Fund	12,608	16,708	(16,298)	13,018
Integrated Care Services	-	29,520	(29,520)	-
Hampton Fund 1	6,000	24,850	(24,638)	6,212
Hampton Fund 2	14,073	24,000	(23,650)	14,423
Heathrow Community Trust	-	10,377	(4,938)	5,439
Sisters of The Holy Cross Church	-	19,500	(19,500)	-
Other small grants	-	3,000	(3,000)	-
	32,681	127,955	(121,544)	39,092
<u>Unrestricted Funds</u>	106,402	177,958	(188,199)	96,161
Total Funds	139,083	305,913	(309,743)	135,253

Barnes Fund	Funding for 2 satellite counselling services in the Barnes district
Integrated Care Services	Statutory sector funding from SW London Integrated Care Services, for engagement with the CAMHS SPA and accepting referrals, providing a crisis counselling service at the OTR main centre and providing satellite counselling services in Whitton and Hampton Hill
Hampton Fund 1	Contribution to core salary costs
Hampton Fund 2	Funding for 3 satellite counselling services in Hampton Hill and Teddington
Heathrow Community Trust	Funding towards a Monday crisis counselling service and online counselling provision
Sisters of The Holy Cross Church	Funding towards the cost of the Service Manager salary

Unrestricted funds include: an unrestricted grant of £56,100 from Richmond Foundation (formally known as Richmond Parish Lands Charity) towards core costs; an unrestricted grant of £15,000 from BBC Children in Need towards core costs; plus £16,400 gift-in-kind for donated premises at Church Street by St. Mary's Church, Twickenham.

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31st MARCH 2025
(continued)

12. Movements in funds

Prior year	B/fwd at 1/4/2023 £	Income £	Expenditure £	C/fwd at 31/3/2024 £
<u>Restricted Funds</u>				
Barnes Fund	8,723	15,800	(11,915)	12,608
Integrated Care Services 1	64,572	-	(64,572)	-
Hampton Fund 1	-	24,000	(18,000)	6,000
Hampton Fund 2	-	24,000	(9,927)	14,073
Integrated Care Services 2	-	29,520	(29,520)	-
	73,295	93,320	(133,934)	32,681
<u>Unrestricted Funds</u>				
	168,759	119,641	(181,998)	106,402
Total Funds	242,054	212,961	(315,932)	139,083

Barnes Fund	Funding for 2 satellite counselling services in the Barnes area
Integrated Care Services 1	One-off statutory sector funding from SW London Integrated Care Services, for additional counselling in Kingston and Richmond
Hampton Fund 1	Contribution to core salary costs
Hampton Fund 2	Funding for 3 satellite counselling services in Hampton, Hampton Hill and Teddington
Integrated Care Services 2	Statutory sector funding from SW London Integrated Care Services, for engagement with the CAMHS SPA and accepting referrals, providing a crisis counselling service at the OTR main centre and providing satellite counselling services in Whitton and Hampton Hill

Unrestricted funds include an unrestricted grant of £55,000 from Richmond Foundation (formally known as Richmond Parish Lands Charity) towards core costs, plus £16,400 gift-in-kind for donated premises at Church Street by St. Mary's Church, Twickenham.

OFF THE RECORD (TWICKENHAM)

England & Wales - Charity number 1152097

Accounts

OFF THE RECORD (TWICKENHAM) LTD
(A company limited by guarantee)

OFF THE RECORD (TWICKENHAM) LTD

Trustees' Report and Financial Statements
for the year ended 31st March 2024

OFF THE RECORD (TWICKENHAM) LTD
(A company limited by guarantee)

OFF THE RECORD (TWICKENHAM) LTD

Trustees' Report and Financial Statements
for the year ended 31st March 2024

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OFF THE RECORD (TWICKENHAM) LTD
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REFERENCE & ADMINISTRATIVE DETAILS

Board of Directors (Trustees)	Peter Jenkins (Chair) Christopher Whistler (Treasurer) Rajesh Bakrania Sigrid Balmer – Resigned 15/11/23 James Battersby – Resigned 15/11/23 Nigel Bloomer - Resigned 15/11/23 Deborah Fearn – Appointed 15/11/23 Kirsty Gibbins – Resigned 22/5/23 Claire Haynes – Appointed 15/11/23 Claire Holt Sarah McCarthy Deirdra Moloney – Resigned 15/11/23 Laura Stewart – Appointed 15/11/23 Charlotte West Philip Woodford – Appointed 15/11/23
Registered Company number	8466382
Charity Registration number	1152097
Registered Office address	2 Church Street Twickenham TW1 3NJ
Bankers	The Cooperative Bank Redwood Bank Cambridge & Counties Bank
Independent Examiner	Debby Metcalf FCA

OFF THE RECORD (TWICKENHAM) LTD
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CHAIR'S REPORT

Having now been Chair for nearly two years, I am continually inspired by the work which our dedicated staff and counsellors provide and, sadly, our services are needed more than ever.

Many of the young people who come to us are desperately seeking help and do not feel able to talk to their parents or GP, or they have not been supported at school or by other statutory services. We have seen a rise in the severity and complexity of the issues that young people are struggling with, as well as an increase in the numbers approaching us for help. One third of our young clients are self-harming, 26% have suicidal feelings, 28% experience panic attacks and 76% are suffering with anxiety and stress. Other issues include depression, relationship problems, difficulties at school, loneliness and low self-esteem.

The Trustees' Report on the following pages sets out the details of what we did to respond to these needs over the year to 31st March 2024 and also what we intend to do this year.

The recruitment of high-quality counsellors to meet the demand for our services continues to be a challenge. We have always relied mostly on counsellors in training in our hub in Twickenham, but many training organisations no longer permit their students to work with young people. This, together with the closure of one of our satellites through lack of funding, has resulted in the total number of counselling sessions we provided being slightly down on the previous year.

As expected, we utilised restricted funding in the year, which was received in the previous year, but which related to this year's expenditure. We made a deficit on unrestricted funding, as explained in the Financial Review in the Trustees' Report and our total reserves now represent approximately six months of annual expenditure.

We will only be receiving £29,520 of statutory funding (from NHS SW London ICS) in the coming year, despite the large numbers of clients referred to us by GPs. We therefore have to seek significant amounts of funding from new sources, if we are to maintain the level of services which we currently provide. I would like to thank all of those who funded us last year. In particular, we received grant funding from Richmond Parish Lands Charity, The Barnes Fund, Hampton Fund and NHS SW London ICS. We also once again, received free office accommodation from St Mary's Church, Twickenham.

I would like to thank our Manager, Deborah Kerpner, and her dedicated team of counsellors and office staff. Their enthusiasm and hard work ensured we delivered an excellent service in challenging times. I would like to thank all members of the Trustee Board for their efforts. We recruited four new trustees, who all started in October 2023, who have a very good range of skills and experience to contribute to the development of the charity. I would like to thank those trustees who retired at the AGM for their services to the charity, some over many years.

Our clients continue to really value the services that we provide and we get excellent feedback from them. Almost all of our clients say that our counselling definitely helped them and that after our counselling they understood themselves better. They also said that they were more able to overcome life's challenges and that they felt more positive about the future.

We aim to continue to provide the best possible service to as many young people who need us in the coming year and beyond.

Peter Jenkins

Chair of the Board of Trustees

OFF THE RECORD (TWICKENHAM) LTD
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TRUSTEES' REPORT

The Trustees present their annual report together with the financial statements of the Charity for the year ended 31st March 2024. The Annual Report serves the purposes of both a trustees' report and a directors' report under company law. The Trustees confirm that the Annual Report and Financial Statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102).

Since the company qualifies as small under section 382 of the Companies Act 2006, the strategic report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

Our Vision, Mission, Principles and Ways of working

Our **vision** is that every young person has a welcoming space where they feel valued, supported and listened to.

Our **mission** is to provide free, confidential and accessible information and counselling, to support young people's emotional and mental well-being when they are in need.

We have the following **principles**:

1. To be young people-centred and valuing their contribution in all aspects of service development and delivery
2. To provide a personal, responsive and inclusive service
3. To follow safe, effective and professional ways of working
4. To be friendly and informal and to value honesty, flexibility, integrity, and well-being
5. To champion the welfare of young people with a non-judgemental and empathic approach

In delivering our services we aim to:

- Take all reasonable steps to ensure young people's safety and well-being
- Work towards equality of access
- Provide competent, high-quality staff who are supported, supervised and trained, in accordance with our safer recruitment policy
- Involve young people at every level of our work
- Work alongside other agencies, recognising and valuing differences in ethos and approach
- Acknowledge inequalities and seek to counter oppression and discrimination
- Maintain high standards of monitoring and evaluation of our services
- Meet high standards of information governance and data security
- Achieve kite-marks and quality standards where appropriate

OFF THE RECORD (TWICKENHAM) LTD
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Objectives and activities

1) Policies and objectives

As set out in our Articles of Association, the objects of the Charity are:

1. The advancement of education, the protection and preservation of good health and the relief of poverty, distress and sickness of young persons (being persons under the age of 25) in the United Kingdom, particularly the London Borough of Richmond upon Thames.
2. The relief and prevention of suffering caused by mental or physical ill health or by social or economic circumstances among young people by establishing, maintaining and developing a counselling service for the giving of individual or group counselling, and practical advice.

2) Public benefit

The work of the Charity is to support young people's emotional and mental well-being when they are in need.

The Trustees confirm that they have taken due account of the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the Charity's aims and objectives and in planning future activities.

Achievements and performance

Developments in the year to 31st March 2024

We delivered 3,469 sessions during the year, which is 6% less than the previous year, supporting 1,127 different young people. We also supported 214 parents and carers of young people, up from 115 in the previous year. Our counselling drop-in service saw 524 young people and we provided bookable counselling sessions to 501 young people.

We identified five key objectives for the year and we made progress against all of these as follows:

1. **To diversify our fundraising in order to maintain sufficient resources to operate at our current capacity.**
Progress on diversifying our fundraising has been made, but more needs to be done, as does ensuring that we have the staff capacity to complete sufficient fundraising applications to raise the funding we need. Re-engaging with Hampton Fund and securing funding from them was a major success in the year.

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- 2. To maintain and maximise current service offer at highest possible capacity, including review of newly-opened services and appropriate reach across all young people.**

We have worked hard to ensure that all service deliverables have continued to be met following expansion of the three new satellite services in the previous year. This has required an ongoing recruitment process for high-quality counsellors, resulting in the successful recruitment of 10 new counsellors. We have also recruited two new counsellors for the Skylarks service.

- 3. To support infrastructure and service delivery with review and upgrade of IT systems, ensuring GDPR compliance.**

IT systems and GDPR compliance are all running well with no IT issues and all GDPR requirements up to date. A number of IT updates have been put in place in accordance with the recommendations of an independent IT company.

- 4. To improve efficiency through reviewing administrative systems, such as database and booking process.**

A significant amount of work has been done on scoping the requirements for a new database/CRM system. A number of administrative changes have already been made to increase efficiency as part of this review.

- 5. To update outreach and communications through improved use of digital resources to promote service to clients and stakeholders and to support fundraising efforts.**

The website has been kept continuously updated with events, and we have updated elements of the website regarding fundraising, Friends of OTR and our Young People's Advisory group. More progress will be made in this area in the coming year.

Plans for the future

Our key objectives for the year to 31st March 2025 are to:

- Diversify our fundraising in order to achieve income targets so that we maintain sufficient resources to operate at our current capacity.
- Recruit sufficient additional counsellors to maintain and maximise current service offer at the highest possible capacity.
- Improve efficiency through implementing a customer relations management system (CRM).
- Develop staff processes to support staff retention and ensure that staffing structure best meets the needs of the organisation.
- Develop our community and outreach work through our Friends and Young People's Advisory groups.

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Financial review

1) Overview

The Charity's total income during the period was £212,961 (2023: £276,577) against a total expenditure of £315,932 (2023: £286,478), giving an operating deficit for the period of £102,971 (2023: £9,901). Reserves of £139,083 (2023: £242,054) are carried forward to the next financial year. Unrestricted reserves are £106,402 (2023: £168,759) and restricted reserves are £32,681 (2023: £73,295).

The charity made a deficit of £62,357 (2023: Deficit of £16,058) on unrestricted funds. Unrestricted income was similar to the previous year at £119,641, but charitable expenditure increased from £135,325 to £174,042, due principally to cost of living salary increases to staff, general inflationary increases in costs and the funding of certain satellites, which were previously funding from restricted income.

To align with the categorisation of income and expenditure in the current year (which is in line with the Charities SORP), some income and expenditure in the prior year has been restated in these financial statements. These restatements did not change the level of restricted or unrestricted reserves as at 31 March 2023.

The Board receives a financial report quarterly showing income, expenditure, current resources and commitments. The Board approves an annual budget and regularly reviews forecasts of income and expenditure.

2) Reserves policy

The Board of Trustees' principal consideration is to ensure that consistency is maintained for the vulnerable young people within its support system and, to that end, it recognises the importance of developing sufficient free reserves to support the organisation.

The Charity's policy is to have total reserves of approximately six months total expenditure. This includes unrestricted reserves to cover the possibility that funders, in particular of satellite hubs, may not renew funding in the future and that it might take time to find new funders for those services or to cease their operations. At 31 March 2024, total reserves amounted to £139,083 (2023: £242,054) which represented 5.3 months of total expenditure (2023: 10.1 months).

3) Material investments policy

The Charity can invest money not required for its immediate purposes in investments, securities or property, subject to conditions or consents as may be required by law. At 31st March 2024, £40,000 (2023: £167,636) was held in interest-earning bank deposit accounts. A further £57,285 (2023: £Nil) was held in a 1-year term account.

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4) Principal funding

It has been another challenging year for fundraising and not just for Off The Record (Twickenham). We have heard that many charities like ours across the country have lost funding and have had to close some of their services to meet their budgets.

As noted in the Chair's Report, we received grant funding from Richmond Parish Lands Charity, The Barnes Fund, Hampton Fund and NHS SW London CCG/Integrated Care services. We received funding from local groups including the Kew Fete and Wyke Green Golf Club Ladies and we also, once again, received free office accommodation from St Mary's Church, Twickenham

As well as our main funders, who are vital to our service, we are always very touched and grateful to all those local groups and individuals who are so keen to put on events or support us in other ways.

This year this included an Open Mic event at One One Four in Teddington and collections at Eel Pie Studios' Open Weekends, the Jazz Sanctuary events in St Margaret's and at the Teddington Vocality Choir Christmas concert. Eel Pie Records and the Hampton Music Festival also supported us.

Two of our counsellors, along with a friend, ran the Parks half marathon, raising over £2,000 for Off The Record, and a young person also ran a five 5K run, raising a further £1,000.

OTR also ran a number of our own fundraising events which included stalls at the St Mary's Church Summer Fete, the St Margarets Fair and Twickenham High Tide event. We also, once again, held our Christmas Carol concert, which was a great opportunity for some young people to show their support for us. While these events do not necessarily raise huge sums, we feel that it's really important to have opportunities to meet our supporters and get involved in our community. We also had a very successful 'Quiz with a difference' in September, which included a silent auction, and we will hold a similar event in October 2024.

We are always thrilled, at these events, by how many people come up to us to share their gratitude at how our support has changed the lives of their children, friends or relatives, and it's wonderful for our trustees and supporters to hear these stories directly from the families who have been affected.

Structure, governance and management

1) Governing document

Off The Record (Twickenham) Ltd is a registered charity (charity number: 1152097) in England & Wales originally constituted under a Memorandum and Articles of Association dated 13 April 2013 and approved by the Charity Commission on 20 May 2013. Off The Record (Twickenham) Ltd is a Company Limited by Guarantee without having a share capital, (Company No. 8466382). It is registered in England & Wales under a Company Certificate dated 28 March 2013. Revised Articles of Association were approved by the Members of the Charity on 14 June 2024.

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2) Operations

The Charity operates from its registered office at 2 Church Street, Twickenham TW1 3NJ and also delivers services from a range of satellite centres throughout the London Borough of Richmond upon Thames. The Charity is managed by a full-time Manager, two part-time Assistant Managers and Business Manager, and uses freelance, paid staff, and volunteers to achieve its aims.

3) Structure of and Appointment to the Board

The power to appoint additional directors is vested within the existing Board. The Board of Directors (Trustees) should comprise at least four people (minimum age 16), but there is no maximum number specified in the Articles of Association. One third of the Board is required to retire at each Annual General Meeting. No maximum term of office for directors was specified in the original Articles of Association but this was changed on 14 June 2024, such that all directors must now retire and not be reappointed at the AGM nine years after the AGM at which they were first appointed.

4) Recruitment of trustees, induction and training

Existing trustees complete details of their skills and experience and these are considered when recruiting for new trustees. Ideally new trustees fill any gaps in experience and skills of the existing trustees.

A comprehensive induction of all new trustees takes place by providing them with information about what it means to be a charity trustee and information specific to Off The Record. This is followed by a face-to-face discussion of these documents. Ongoing training is provided to trustees as appropriate. In the year to 31st March 2024, all trustees undertook training on safeguarding.

5) Risk management

The Trustees have examined the major strategic, business and operational risks which the Charity faces and are satisfied that systems have been established and that there are appropriate reports to lessen these risks.

6) Going concern

After making appropriate enquiries, the Trustees have a reasonable expectation that the Charity has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

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Statement of Trustees' responsibilities for the year ended 31 March 2024

The Trustees (who are also the directors of the company for the purposes 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).

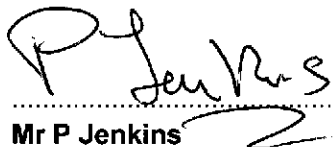
Company law requires the Trustees to prepare financial statements for each financial year. Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and of its incoming resources and application of resources, including its income and expenditure, 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 of the Charities SORP (FRS 102);
- make judgements and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) 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 company will continue in business.

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

In preparing this report, the Trustees have taken advantage of the small companies exemptions provided by section 415A of the Companies Act 2006.

Approved by order of the Board of Trustees and signed on its behalf by:


.....
Mr P Jenkins


.....
Mrs C West

25th July 2024

OFF THE RECORD (TWICKENHAM) LTD
(A company limited by guarantee)

Independent examiner's report to the trustees of Off The Record (Twickenham) Ltd (a company limited by guarantee) ('the Charity')

I report to the Charity's trustees on my examination of the accounts of the Charity for the year ended 31 March 2024.

Responsibilities and basis of report

As the charity's trustees of the Charity (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 Charity 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 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.

Independent examiner's statement

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:

1. accounting records were not kept in respect of the Charity 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.

Signed:

Date: August 2024

Debby Metcalf FCA
22 Trowlock Ave
Teddington
TW11 9QT

OFF THE RECORD (TWICKENHAM) LTD
(A company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31st MARCH 2024

	Note	Unrestricted funds £	Restricted funds £	Total funds 2024 £	Total funds 2023 £
Income and Endowment from:					
Donations and legacies		89,694	93,320	183,014	252,090
Charitable activities		18,266	-	18,266	21,247
Other trading activities		9,358	-	9,358	2,827
Investments		2,323	-	2,323	413
Total income	2	119,641	93,320	212,961	276,577
Resources expended:					
Raising funds	3	7,956	-	7,956	914
Charitable expenditure	4	174,042	133,934	307,976	285,564
Total expenditure		181,998	133,934	315,932	286,478
Net income/(expenditure)		(62,357)	(40,614)	(102,971)	(9,901)
Total funds brought forward		168,759	73,295	242,054	251,955
Total funds carried forward		106,402	32,681	139,083	242,054

The Statement of Financial Activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

OFF THE RECORD (TWICKENHAM) LTD
(A company limited by guarantee)

BALANCE SHEET AS AT 31 MARCH 2024

	Note	Total 2024 £	Total 2023 £
Current assets			
Debtors	8	36,079	25,129
Cash at bank and in hand	9	47,300	285,118
Current asset investments		57,285	0
		<u>140,664</u>	<u>310,247</u>
 Creditors: Amounts falling due in one year	 10	 1,581	 68,193
Net current assets		<u>139,083</u>	<u>242,054</u>
Total net assets	11	<u>139,083</u>	<u>242,054</u>
 Charity funds:			
Unrestricted funds		106,402	168,759
Restricted funds		32,681	73,295
 Total funds	 12	 <u>139,083</u>	 <u>242,054</u>

For the financial year ended 31st March 2024, the Charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The Members have not required the Charity to obtain an audit of its accounts for the year in question in accordance with section 476.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to small companies subject to the small companies' regime and in accordance with FRS102 SORP.

Approved by the Trustees on 25th July 2024 and signed on their behalf by:

P Jenkins Trustee PETER JENKINS

GW West Trustee CHARLOTTE WEST

OFF THE RECORD (TWICKENHAM) LTD
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31st MARCH 2024

1. Accounting policies

1.1 Basis of preparation of the financial statements

The Charity is a charitable company limited by guarantee and it is registered in England & Wales

Financial Statements are prepared under the historical cost convention and in accordance with applicable accounting standards (FRS 102), the Statement of Recommended Practice "Accounting & Reporting by Charities" (effective 1st January 2019) and the Companies Act 2006..

The financial statements have been prepared on a going concern basis, as the charity's forecasts and projects, taking account of reasonably possible changes in fundraising performance, show that the charity should be able to meet its liabilities as they fall due.

The charity meets the definition of a public benefit entity under FRS 102.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

The Trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

1.2 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 or through the terms of a grant.

1.3 Income

All income is recognised once the company has entitlement to the income, any performance conditions attached to the income have been met, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Grants are included in the Statement of Financial Activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance Sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Donations in kind are recognised at reasonable estimates of their gross value to the charity or the amount actually realised.

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Charity, this is normally upon notification of the interest paid or payable by the bank.

OFF THE RECORD (TWICKENHAM) LTD
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31st MARCH 2024
(continued)

1. Accounting policies (continued)

1.4 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the company's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

1.5 Taxation

The Charity is exempt from Corporation Tax as all of its income is charitable and is applied for charitable purposes.

1.6 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered.

Prepayments are valued at the amount prepaid net of any trade discounts due.

1.7 Cash at bank and in hand

Cash at bank and in hand includes cash and short term liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar amount.

1.8 Current asset investments

Current asset investments comprise cash on deposit with a maturity of less than one year held for investment purposes rather than to meet short-term cash commitments as they fall due. They are valued at their fair value.

1.9 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance Sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the company anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation.

OFF THE RECORD (TWICKENHAM) LTD
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31st MARCH 2024
(continued)

2. Income

	Unrestricted funds £	Restricted funds £	Total Funds £
Current year			
Donations and legacies			
Donations & gifts	69,594	93,320	162,914
Gift Aid	3,700	-	3,700
Donated goods, facilities and services	16,400	-	16,400
	<u>89,694</u>	<u>93,320</u>	<u>183,014</u>
Charitable activities			
Sale of services	15,406	-	15,406
Other income	2,860	-	2,860
	<u>18,266</u>	<u>-</u>	<u>18,266</u>
Other trading activities			
Fundraising events	9,358	-	9,358
Investment income			
Interest	2,323	-	2,323
Total income	<u>119,641</u>	<u>93,320</u>	<u>212,961</u>
Prior year (Restated)			
Donations and legacies			
Donations & gifts	79,235	156,396	235,631
Gift Aid	4,459	-	4,459
Donated goods, facilities and services	12,000	-	12,000
	<u>95,694</u>	<u>156,396</u>	<u>252,090</u>
Charitable activities			
Sale of services	19,247	-	19,247
Other	2,000	-	2,000
	<u>21,247</u>	<u>-</u>	<u>21,247</u>
Other trading activities			
Fundraising events	2,827	-	2,827
Investment income			
Interest	413	-	413
Total income	<u>120,181</u>	<u>156,396</u>	<u>276,577</u>

OFF THE RECORD (TWICKENHAM) LTD
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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31st MARCH 2024
(continued)

3. Expenditure on raising funds

All expenditure on raising funds in 2024 and 2023 relates to staging fundraising events, plus £6,000 of expenditure in 2024 relates to remuneration for fixed-term fundraising support. All expenditure on raising funds is unrestricted.

4. Expenditure on charitable activities

Current year	Unrestricted funds	Restricted funds	Total funds
	£	£	£
Staff costs – remuneration & oncosts	103,401	41,172	144,573
Staff costs - other	11,741	-	11,741
Professional services – clinical supervision	10,038	-	10,038
Project costs – satellite & crisis counselling	15,074	92,762	107,836
Office & Admin costs	5,316	-	5,316
Premises costs	19,998	-	19,998
IT costs	5,511	-	5,511
Governance	2,472	-	2,472
Other costs	491	-	491
Total expenditure on charitable activities	174,042	133,934	307,976
Prior year (Restated)			
Staff costs – remuneration & oncosts	75,554	53,995	129,549
Staff costs - other	21,926	-	21,926
Professional services – clinical supervision	13,115	-	13,115
Project costs – satellite & crisis counselling	2,561	95,720	98,281
Office & Admin costs	4,166	524	4,690
Premises costs	14,095	-	14,095
Governance	1,703	-	1,703
Other costs	2,205	-	2,205
Total expenditure on charitable activities	135,325	150,239	285,564

Fees paid to the Charity's Independent Examiner for the independent examination of the Charity's accounts were £800 (2023: £1,200). No other fees were paid to them.

OFF THE RECORD (TWICKENHAM) LTD
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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024
(continued)

5. Restatement of Prior year figures

	Original £	Changes £	Restated £
Income			
Unrestricted funds			
Donations	17,732	61,503	79,235
Gift Aid	4,459	-	4,459
Donated goods, facilities and services	-	12,000	12,000
Grants	4,500	(4,500)	-
Commissions and paid for services	21,247	(2,000)	19,247
Other income	-	2,000	2,000
Fundraising events	9,830	(7,003)	2,827
Interest	413	-	413
	<u>58,181</u>	<u>62,000</u>	<u>120,181</u>
Restricted funds			
Donations	-	156,396	156,396
Grants	206,396	(206,396)	-
Donated services & facilities	12,000	(12,000)	-
	<u>218,396</u>	<u>(62,000)</u>	<u>156,396</u>
	<u>276,577</u>	<u>-</u>	<u>276,577</u>
Charitable expenditure			
Unrestricted funds			
Staff costs (including Other staff costs)	47,480	50,000	97,480
Professional services	13,115	-	13,115
Project costs	-	2,561	2,561
Office & Admin costs	6,727	(2,561)	4,166
Premises costs	2,095	12,000	14,095
Other OTR costs	3,538	(1,835)	1,703
Governance costs	370	1,835	2,205
	<u>73,325</u>	<u>62,000</u>	<u>135,325</u>
Restricted funds			
Staff costs	103,995	(50,000)	53,995
Project costs	95,720	-	95,720
Office & Admin costs	524	-	524
Premises costs	12,000	(12,000)	-
	<u>212,239</u>	<u>(62,000)</u>	<u>150,239</u>
	<u>285,564</u>	<u>-</u>	<u>285,564</u>

Restatements have been made to bring the analysis of income and expenditure in line with the Charities SORP's requirements.

These restatements do not change the previously reported amounts of

OFF THE RECORD (TWICKENHAM) LTD
(A company limited by guarantee)

unrestricted or restricted funds at 31st March 2023.
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024
(continued)

6. Staff remuneration costs and pensions

	2024	2023
	£	£
Wages and salaries	136,875	122,491
Social security costs	6,099	5,743
Pension costs	1,599	1,315
Staff costs	<u>144,573</u>	<u>129,549</u>

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

Total amount paid to key management personnel in the year was £78,792 (2023: £75,631)

The average head count of staff employees in the year was 7 (2023: 6).

The average FTE of staff employees in the year was 4 (2023; 4)

The Charity operates a defined contribution pension scheme and the assets of the scheme are held separately from those of the Charity in an independently administered fund. The pension cost charge of £1,599 (2023: £1,315) were the contributions paid by the Charity to the fund, of which £712 (2023: £677) related to members of key management personnel.

7. Trustee remuneration & related party transactions

No remuneration directly or indirectly out of the funds of the Charity was paid or is payable for the year to any trustee or to any person or persons known to be connected with any of them.

No trustee or other person related to the Charity had any personal interest in any contract or transaction entered into by the charity during the year. (2023 - nil).

Related parties donated £875 in the year (2023: £400).

OFF THE RECORD (TWICKENHAM) LTD
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024
(continued)

8. Debtors

	2024	2023
	£	£
Float with payroll provider	12,100	10,900
Accrued income	12,761	12,347
Accounts receivable	11,218	1,450
Prepayments	-	432
Total	<u>36,079</u>	<u>25,129</u>

9. Cash at bank and in hand

	2024	2023
	£	£
Short term deposits	40,000	167,636
Cash at bank	7,300	117,482
Total	<u>47,300</u>	<u>285,118</u>

10. Creditors: Amounts falling due within one year

	2024	2023
	£	£
Accounts payable	418	84
Taxation and social security	-	2,741
Other creditors	1,163	10,368
Deferred income	-	55,000
Total	<u>1,581</u>	<u>68,193</u>

11. Analysis of net assets

	Unrestricted funds £	Restricted funds £	Total £
Current year			
Current assets	107,565	33,099	140,664
Current liabilities	(1,163)	(418)	(1,581)
Total	<u>106,402</u>	<u>32,681</u>	<u>139,083</u>
Prior year			
Current assets	236,047	74,200	310,247
Current liabilities	(67,288)	(905)	(68,193)
Total	<u>168,759</u>	<u>73,295</u>	<u>242,054</u>

OFF THE RECORD (TWICKENHAM) LTD
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31st MARCH 2024
(continued)

12. Movements in funds

Current year	B/fwd at 1/4/2023 £	Income £	Expenditure £	C/fwd at 31/3/2024 £
<u>Restricted Funds</u>				
Barnes Fund	8,723	15,800	(11,915)	12,608
Integrated Care Services 1	64,572	-	(64,572)	-
Hampton Fund 1	-	24,000	(18,000)	6,000
Hampton Fund 2	-	24,000	(9,927)	14,073
Integrated Care Services 2	-	29,520	(29,520)	-
	73,295	93,320	(133,934)	32,681
<u>Unrestricted Funds</u>				
	168,759	119,641	(181,998)	106,402
	242,054	212,961	(315,932)	139,083

Barnes Fund	Funding for 2 satellite counselling services in the Barnes area
Integrated Care Services 1	One-off funding for additional counselling in Kingston and Richmond
Hampton Fund 1	Contribution to core salary costs
Hampton Fund 2	Funding for 3 satellite counselling services in Hampton, Hampton Hill and Teddington
Integrated Care Services 2	Funding for engagement with the CAMHS SPA and accepting referrals, providing a crisis counselling service at the OTR main centre and providing satellite counselling services in Whitton and Hampton Hill

Unrestricted funds include an unrestricted grant of £55,000 from Richmond Parish Lands Charity towards core costs, plus £16,400 gift-in-kind for donated premises at Church Street by St. Mary's Church, Twickenham.

OFF THE RECORD (TWICKENHAM) LTD
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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31st MARCH 2024
(continued)

12. Movement in funds (continued)

Prior year	B/fwd at 1/4/2022 £	Income (Restated) £	Expenditure (Restated) £	C/fwd at 31/3/2023 £
<u>Restricted Funds</u>				
Barnes Fund	6,311	15,776	(13,364)	8,723
Hampton Fund	2,395	-	(2,395)	-
Harlequins	520	-	(520)	-
SW London Integrated Care Services	-	87,000	(22,428)	64,572
One Richmond	1,393	-	(1,393)	-
Richmond Parish Lands Charity	13,963	-	(13,963)	-
Richmond Parish Lands Covid Fund	1,442	-	(1,442)	-
Richmond Voluntary Fund	26,667	24,620	(51,287)	-
SW London CCG	14,447	29,000	(43,447)	-
	67,138	156,396	(150,239)	73,295
<u>Unrestricted Funds</u>				
	184,817	120,181	(136,239)	168,759
	251,955	276,577	(286,478)	242,054

Barnes Fund	Funding for 2 satellite counselling services in the Barnes area
Hampton Fund	Funding for 3 counselling services in Hampton Hill & Teddington
Harlequins	Funding for laptops to facilitate remote counselling sessions
SW London Integrated Care Services	One-off funding for additional counselling in Kingston and Richmond
One Richmond	Funding for a helpline for parents of vulnerable children in their care
Richmond Parish Lands Charity	Funding for crisis counselling and satellite counselling services
Richmond Parish Lands Charity Covid Grant	Covid grant received to provide additional counselling to young people during the pandemic
Richmond Voluntary Fund	A charitable fund into which local community residents donate to local organisations that make a difference to the lives of vulnerable people in Richmond Upon Thames
SW London CCG	Funding for engagement with the CAHMS SPA and accepting referrals, providing a crisis counselling service at the OTR main centre, and providing satellite counselling services in Whitton and Hampton Hill

Unrestricted funds include an unrestricted grant of £50,000 from Richmond Parish Lands Charity towards core costs, plus £12,000 gift-in-kind for donated premises at Church Street by St. Mary's Church, Twickenham.

OFF THE RECORD (TWICKENHAM)

England & Wales - Charity number 1152097

Accounts

Registered Charity Number: 1152097

Registered Company Number: 8466382 (England and Wales)

OFF THE RECORD (TWICKENHAM) LTD

Trustees' Report and Financial Statements for the year ended 31st March 2023

Registered Charity Number: 1152097

Registered Company Number: 8466382 (England and Wales)

OFF THE RECORD (TWICKENHAM) LTD

Trustees' Report and Financial Statements for the year ended 31st March 2023

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OFF THE RECORD (TWICKENHAM) LTD
(A company limited by guarantee)

REFERENCE & ADMINISTRATIVE DETAILS

Board of Directors (Trustees) Peter Jenkins (Chair) – Appointed 14/7/22
Christopher Whistler (Treasurer) – Appointed 1/1/23
Rajesh Bakramia – Appointed 1/1/23
Sigrid Balmer
James Battersby
Nigel Bloomer
Phil Checkland – Resigned 10/10/22
Claire Holt – Appointed 1/1/23
Sarah McCarthy
Kirsty Gibbins – Resigned 22/5/23
Deirdra Moloney
Sarah Simpson – Resigned 10/10/22
Samantha Tamaddon – Resigned 14/7/22
Charlotte West – Appointed 1/1/23

Registered Company number 8466382

Charity Registration number 1152097

Registered Office address 2 Church Street
Twickenham
TW1 3NJ

Bankers The Cooperative Bank
Metro Bank
Shawbrook Bank

Independent Examiner Dunstanette Kuti FCCA MCSI
Community Accountant
Community Action Sutton
Granfers Community Centre
73-79 Oakhill Rd
Sutton SM1 3AA

OFF THE RECORD (TWICKENHAM) LTD
(A company limited by guarantee)

CHAIR'S REPORT

There have been some changes at Off The Record this year (principally at trustee level), but on the ground we continue to do what we have always done, which is to provide the only free and confidential counselling, and walk-in information and sexual health service to those aged 11-24 living, working or studying in the London Borough of Richmond upon Thames. We have provided a safe space where young people can be listened to and not judged for the last 30 years.

And this service is needed more than ever. Sadly, it is no surprise to us that our local young people are numbered as being amongst the highest in London for self-harming and demonstrating risky behaviours. Two years on from the upheavals caused by the pandemic, anxiety and stress continue to be key issues for young people and we have also seen a rise in the numbers of young people with a range of complex support needs.

The Trustees' Report on the following pages sets out the details of what we did to respond to these needs over the year to 31st March 2023 and also what we are intending to do this year.

None of these developments would have been possible without the enthusiasm and hard work of our Manager, Deborah Kerpner, and her dedicated team of counsellors and office staff who have continued to deliver an excellent service in challenging times.

Our clients continue to really value the services that we provide and we get excellent feedback from them. Almost all of our clients say that our counselling definitely helped them and that after our counselling they understood themselves better, they were more able to overcome life's challenges and that they felt more positive about the future.

Our two biggest challenges are the recruitment of high-quality counsellors to meet the demand which we have for our services and the raising of sufficient funding to keep the service going at current capacity and ideally to expand in the future.

I would like to thank all of those who funded us last year. We received grant funding from Richmond Parish Lands Charity, The Barnes Fund, Hampton Fund, the Masonic Charitable Foundation, NHS SW London CCG, NHS SW London Integrated Care services and The Richmond Voluntary Fund. We also once again, received free office accommodation from St Mary's Church, Twickenham.

I would like to thank all members of the Trustee Board for their efforts in the last year and especially thank Sarah Simpson who retired as Chair at last year's AGM, after nine years on the Board and two years as Chair. She contributed so much to Off The Record over that period and I am pleased that she is still involved, leading our 'Friends of Off The Record' group.

We recruited four new trustees, who all started in January 2023. They have a very good range of skills and experience to contribute to the development of the charity.

As Sarah said to me when I joined as Chair, it is a real privilege to be part of a charity that positively affects so many young lives. I fully agree with her about this and I look forward to working with our Board members, Staff team and counsellors, to help deliver the essential services which Off The Record provides over the coming years.

Peter Jenkins

Chair of the Board of Trustees

OFF THE RECORD (TWICKENHAM) LTD
(A company limited by guarantee)

TRUSTEES' REPORT

The Trustees present their annual report together with the financial statements of the Charity for the year ended 31st March 2023. The Annual Report serves the purposes of both a trustees' report and a directors' report under company law. The Trustees confirm that the Annual Report and Financial Statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102).

Since the company qualifies as small under section 382 of the Companies Act 2006, the strategic report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

Our Vision, Mission, Principles and Ways of working

Our **vision** is that every young person has a welcoming space where they feel, valued supported and listened to.

Our **mission** is to provide free, confidential and accessible information and counselling, to support young people's emotional and mental well-being when they are in need.

We have the following **principles**:

1. To be young people-centred and valuing their contribution in all aspects of service development and delivery
2. To provide a personal, responsive and inclusive service
3. To follow safe, effective and professional ways of working
4. To be friendly and informal and to value honesty, flexibility, integrity, and well-being
5. To champion the welfare of young people with a non-judgemental and empathic approach

In delivering our services we aim to:

- Take all reasonable steps to ensure young people's safety and well-being
- Work towards equality of access
- Provide competent, high-quality staff who are supported, supervised and trained, in accordance with our safer recruitment policy
- Involve young people at every level of our work
- Work alongside other agencies, recognising and valuing differences in ethos and approach
- Acknowledge inequalities and seek to counter oppression and discrimination
- Maintain high standards of monitoring and evaluation of our services
- Meet high standards of information governance and data security
- Achieve kite-marks and quality standards where appropriate

OFF THE RECORD (TWICKENHAM) LTD
(A company limited by guarantee)

Objectives and activities

1) Policies and objectives

As set out in our Articles of Association, the objects of the Charity are:

1. The advancement of education, the protection and preservation of good health and the relief of poverty, distress and sickness of young persons (being persons under the age of 25) in the United Kingdom, particularly the London Borough of Richmond upon Thames.
2. The relief and prevention of suffering caused by mental or physical ill health or by social or economic circumstances among young people by establishing, maintaining and developing a counselling service for the giving of individual or group counselling, and practical advice.

2) Public benefit

The work of the Charity is to support young people's emotional and mental well-being when they are in need.

The Trustees confirm that they have taken due account of the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the Charity's aims and objectives and in planning future activities.

Achievements and performance

Developments in the year to 31st March 2023

We delivered 3,690 sessions during the year, which is 5% more than the previous year, supporting 1,263 different young people – an 8% increase on the previous year. We also supported 115 parents and carers of young people. Our counselling drop-in service saw 544 young people and we provided bookable counselling sessions to 568 young people. During the year we visited four different schools and spoke at 17 school assemblies.

OFF THE RECORD (TWICKENHAM) LTD
(A company limited by guarantee)

We identified five key objectives for the year and we made progress against all of these as follows:

1) **To hold a board and operational staff strategy day to set a new 3-5 year business plan for the Charity.**

We held such a day in September 2022, with full Board and staff attendance and also representation from the counselling team. We undertook a detailed review of the whole service and from this we developed a consensus view of how we want the service to develop in the future. This formed the basis for the production of the budget and objectives for the year to 31st March 2024.

2) **To increase our satellite service offer by opening 2-3 new satellite services, and to bring the core service up to full capacity after the lockdown period.**

We increased our satellite service by three new satellites, enabling us to expand by nine counselling slots a week. Although we also managed to recruit seven new counsellors, with five others leaving, we still needed to recruit more in order to maintain a full service. Like other youth counselling service, Off The Record (Twickenham) is struggling to find youth counsellors as the restrictions on working with under age 16s are much stricter than they have been in the past.

3) **To review and update our risk management processes following the adaptations made during 2020-2021.**

We commissioned an independent IT company to review our IT systems and their report was discussed by staff and trustees. Agreed actions will be implemented in the year to 31st March 2024. We started a data clean up exercise, resulting in deleting some data and we made our online data more secure by restricting access to certain data. These actions will all lead to a more secure IT environment. In addition, a decision was made to switch our accounting software package onto QuickBooks from 1st April 2023

4) **To review and consolidate our staffing structures following adaptations made during the pandemic.**

Staffing was reviewed and it was decided to take on a new part-time assistant manager to support the counselling service, whilst keeping a part-time online management post. We also increased the admin hours with a new 10-hour post, which replaced a temporary management cover post which supported the service during the transition back from online counselling in the pandemic to face to face counselling.

5) **To strengthen our community of individual supporters through awareness-raising events to support local giving.**

This has started, but more needs to be done. Donations increased from £10,892 to £17,732, but income from fundraising events fell from £15,994 to £9,830. During the year, we had a presence at many local events that generated interest in our work and generated funds. These included: High Tide Music Festival in Twickenham, the Teddington and Hampton Music Festival, St Margarets Fair, Eel Pie Records open studio and record fair events and an open mic event at One One Four restaurant in Teddington. Once again, we had a very successful carol concert at St Mary's Church, Twickenham.

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Plans for the future

Our key objectives for the year to 31st March 2024 are:

- Diversify our fundraising in order to maintain sufficient resources to operate at our current capacity
- Maintain and maximise current service offer at highest possible capacity, including review of newly-opened services and appropriate reach across all young people
- Support infrastructure and service delivery with review and upgrade of IT systems, ensuring GDPR compliance
- Improve efficiency through reviewing administrative systems, such as database and booking process
- Update outreach and communications through improved use of digital resources to promote service to clients and stakeholders and to support fundraising efforts.

Financial review

1) Overview

The Charity's total income during the period was £276,577 (2022: £234,487) against a total expenditure of £286,478 (2022: £256,867), giving an operating deficit for the period of £9,901 (2022: £22,380). Reserves of £242,054 (2022: £251,955) are carried forward to the next financial year.

The Board receives a financial report quarterly showing income, expenditure, current resources and commitments. The Board approves an annual budget and regularly reviews forecasts of income and expenditure.

2) Reserves policy

The Board of Trustees' principal consideration is to ensure that consistency is maintained for the vulnerable young people within its support system and, to that end, it recognises the importance of developing sufficient free reserves to support the organisation.

The Charity's policy is to have reserves of six months restricted and unrestricted expenditure plus a buffer to cover the possibility that funders of, in particular, satellite hubs may not renew funding in the future and that it might take time to find new funders for those activities funded by restricted funds. At the 31st March 2023, this buffer amounted to £98,815 (2022: £123,522). It is likely that this buffer will be significantly eroded in the year to 31st March 2024, as funding received in previous years is utilised.

3) Material investments policy

The Charity can invest money not required for its immediate purposes in investments, securities or property, subject to conditions or consents as may be required by law. At 31st March 2023, £167,636 was held in two interest earning bank deposit accounts.

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4) Principal funding

As noted in the Chair's Report, we received grant funding from Richmond Parish Lands Charity, The Barnes Fund, NHS SW London CCG/Integrated Care services, Hampton Fund, The Richmond Voluntary Fund. We also received funding from Blythe Watson Charitable Trust and William Grant & Sons in the year to 31st March 2023 and from local groups including the Twickenham on Thames Rotary Club, the Masonic Charitable Foundation and The Arts Society Richmond. We also, once again, received free office accommodation from St Mary's Church, Twickenham

As well as our main funders, who are vital to our service, we are always very touched and grateful to all those local groups and individuals who are so keen to put on events or support us in other ways.

This year this has included Open Mic events at One One Four in Teddington, the Three Peaks walk by Radnor House School, Munira Wilson who ran the Cabbage Patch 10, our own Trustee James Battersby who cycled the RideLondon (in Surrey), Eel Pie Open studios, Eel Pie Records in Church Street, Vince Cable who donated his fee for a talk, the Working Women's Network, the Jazz Sanctuary in St Margaret's, the Teddington and Hampton Music Festival, the Richmond Arts Society, Wyke Green Ladies Golf Club, Frances Squire who contributed generously to our new ventilation system, along with many other very generous individuals who made donations. Very sadly one of our ex-counsellors, Fiona, passed away this year and we were all touched by her very moving memorial and the generous contributions made to OTR in her memory.

OTR also ran a number of our own fundraising events which included a raffle at the Twickenham High Tide event and a tombola at St Margaret's fair. We also held our Christmas Carol concert once again, for the first time since the pandemic. While these events do not necessarily raise huge sums, we feel that it's really important to have an opportunity to meet with our supporters and get involved in our community.

We are always thrilled, at these events, by how many people come up to us to share their gratitude at how our support has changed the lives of their children, friends or relatives, and it's wonderful for our trustees and supporters to hear these stories directly from the families who have been affected.

Structure, governance and management

1) Governing document

Off The Record (Twickenham) Ltd is a registered charity constituted under a Memorandum and Articles of Association dated 13th April 2013 and approved by the Charity Commission on 20 May 2013. Off The Record (Twickenham) Ltd is a Company Limited by Guarantee without having a share capital, Company No. 8466382, under a Company Certificate dated 28 March 2013.

OFF THE RECORD (TWICKENHAM) LTD
(A company limited by guarantee)

2) Operations

The Charity operates from its registered office at 2 Church Street, Twickenham TW1 3NJ and also delivers services from a range of satellite centres throughout the London Borough of Richmond upon Thames. The Charity is managed by a full-time Manager, two part-time Assistant Managers and Business Manager, and uses freelance, paid staff, and volunteers to achieve its aims.

3) Structure of and Appointment to the Board

The power to appoint additional directors is vested within the existing Board. The Board of Directors (Trustees) should comprise at least four people (minimum age 16), but there is no maximum number specified in the Articles of Association. One third of the Board is required to retire at each Annual General Meeting. No maximum term of office for directors is currently specified in the Articles of Association but it is planned to change this during the year to 31st March 2024.

4) Recruitment of trustees, induction and training

Existing trustees complete details of their skills and experience and these are considered when recruiting for new trustees. Ideally new trustees fill any gaps in experience and skills of the existing trustees.

A comprehensive induction of all new trustees takes place by providing them with information about what it means to be a charity trustee and information specific to Off The Record. This is followed by a face-to-face discussion of these documents. Ongoing training is provided to trustees as appropriate. In the year to 31st March 2024, all trustees will undertake training on safeguarding.

5) Risk management

The Trustees have examined the major strategic, business and operational risks which the Charity faces and are satisfied that systems have been established and that there are appropriate reports to lessen these risks.

6) Going concern

After making appropriate enquiries, the Trustees have a reasonable expectation that the Charity has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

OFF THE RECORD (TWICKENHAM) LTD
(A company limited by guarantee)

STATEMENT OF TRUSTEES' RESPONSIBILITIES FOR THE YEAR ENDED 31 MARCH 2023

The Trustees (who are also the directors of the company for the purposes 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. Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and of its incoming resources and application of resources, including its income and expenditure, 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 of the Charities SORP (FRS 102);
- make judgements and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) 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 company will continue in business.

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

In preparing this report, the Trustees have taken advantage of the small companies exemptions provided by section 415A of the Companies Act 2006.

Approved by order of the Board of Trustees and signed on its behalf by:



.....
Mr P Jenkins



.....
Mr C Whistler

OFF THE RECORD (TWICKENHAM) LTD
(A company limited by guarantee)

INDEPENDENT EXAMINER'S REPORT ON THE ACCOUNTS

I report on the accounts for the charity for the year ended 31st March 2023.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 and that an Independent Examination is needed

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act;
- to follow the procedures laid down in the general directions given by the Charities Commission (under section 145(5)(b) of the Charities Act), and
- to state whether particular matters have come to my attention.


Basis of independent review

My examination was carried out in accordance with general directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a "true and fair" view and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

- (1) which gives me reasonable cause to believe that in any material respect the Trustees have not met the requirements:
 - to keep accounting records in accordance with section 130 of the Charities Act; and
 - to prepare accounts which accord with the accounting records, and comply with the accounting requirements of the 2011 Charities Act
- (2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.


Name: Dunstanette Kuti, FCCA MCSI
Position: Community Accountant
Community Action Sutton
Granfers Community Centre, 73-79 Oakhill Road, Sutton, Surrey, SM1 3AA

Date: 30 | 11 | , 2023

OFF THE RECORD (TWICKENHAM) LTD
(A company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31st MARCH 2023

	Note	Restricted funds £	Unrestricted funds £	Total funds 2023 £	Total funds 2022 £
Income and Endowment from:					
Donations and legacies		-	22,191	22,191	14,260
Charitable activities		206,396	35,577	241,973	207,840
Investments		-	413	413	387
Donated services & facilities		12,000	-	12,000	12,000
Total income	2	218,396	58,181	276,577	234,487
Resources expended					
Charitable expenditure	3	212,239	73,325	285,564	256,001
Fundraising costs	4	-	914	914	866
Total expenditure		212,239	74,239	286,478	256,867
Net income		6,157	(16,058)	(9,901)	(22,380)
Total funds brought forward		67,138	184,817	251,955	274,335
Total funds carried forward		73,295	168,759	242,054	251,955

The Statement of Financial Activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

OFF THE RECORD (TWICKENHAM) LTD
(A company limited by guarantee)

BALANCE SHEET AS AT 31 MARCH 2023

	Note	2023		2022	
		£	£	£	£
Current assets					
Debtors	7	25,129		25,429	
Cash at bank and in hand		<u>285,118</u>		<u>291,991</u>	
		310,247		317,420	
Creditors:					
Amounts falling due in one year	8	68,193		65,465	
Net current assets			242,054		251,955
Net assets			242,054		251,955
Charity funds:					
Restricted funds			73,295		67,138
Unrestricted funds			168,759		184,817
Total funds	9		242,054		251,955

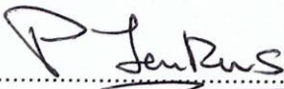
For the financial year ended 31st March 2023, the Charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.


The Members have not required the Charity to obtain an audit of its accounts for the year in question in accordance with section 476.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to small companies subject to the small companies' regime and in accordance with FRS102 SORP.

Approved on behalf of the Trustees on 30th October 2023 and signed on their behalf by:

..... Trustee

..... Trustee

OFF THE RECORD (TWICKENHAM) LTD
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31st MARCH 2023

1. Accounting policies

1.1 Basis of preparation of the financial statements

The Financial Statements are prepared under the historical cost convention and in accordance with applicable accounting standards (FRS 102), the Statement of Recommended Practice "Accounting & Reporting by Charities" (effective 1st January 2019) and the Companies Act 2006..

1.2 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 or through the terms of a grant.

1.3 Income

All income is recognised once the company has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Grants are included in the Statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

1.4 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the company's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

1.5 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered.

Prepayments are valued at the amount prepaid net of any trade discounts due.

1.6 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the company anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation.

OFF THE RECORD (TWICKENHAM) LTD
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31st MARCH
2023 (continued)

2. Income

	Restricted funds	Unrestricted funds	Total funds 2023	Total funds 2022
	£	£	£	£
Donations and legacies				
Donations	-	17,732	17,732	10,892
Gift Aid	-	4,459	4,459	3,368
	<u>-</u>	<u>22,191</u>	<u>22,191</u>	<u>14,260</u>
Charitable activities				
Grants	206,396	4,500	210,896	168,019
Fundraising events	-	9,830	9,830	15,994
Commissions and paid for services	-	21,247	21,247	21,617
HMRC JR Scheme	-	-	-	2,210
	<u>206,396</u>	<u>35,577</u>	<u>241,973</u>	<u>207,840</u>
Donated services & facilities	<u>12,000</u>	<u>-</u>	<u>12,000</u>	<u>12,000</u>
Investment income:				
Interest	-	413	413	387
	<u>218,396</u>	<u>58,181</u>	<u>276,577</u>	<u>234,487</u>

3. Expenditure on charitable activities

	Restricted Funds	Unrestricted Funds	Total Funds 2023	Total Funds 2022
	£	£	£	£
Staff costs	103,995	47,480	151,475	119,125
Professional services	-	13,115	13,115	12,400
Project costs	95,720	-	95,720	95,710
Office & Admin costs	524	6,727	7,251	11,061
Premises costs	12,000	2,095	14,095	17,611
Other OTR Costs	-	3,538	3,538	93
	<u>212,239</u>	<u>72,955</u>	<u>285,194</u>	<u>256,001</u>
Governance costs	-	370	370	-
	<u>212,239</u>	<u>73,325</u>	<u>285,564</u>	<u>256,001</u>

Fees paid to the Charity's Independent Examiner for the independent examination of the Charity's accounts were £1,200 (2022: £910). No other fees were paid to them.

OFF THE RECORD (TWICKENHAM) LTD
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31st MARCH
2023 (continued)**

4. Fundraising costs

	Restricted Funds £	Unrestricted Funds £	Total Funds 2023 £	Total Funds 2022 £
Fundraising costs	-	914	914	866
	<u>-</u>	<u>914</u>	<u>914</u>	<u>866</u>

5. Staff remuneration costs and pensions

	2023 £	2022 £
Wages and salaries	122,491	107,097
Social security costs	5,743	5,179
Pension costs	1,315	1,067
	<u>129,549</u>	<u>113,343</u>

The average number of staff employees in the totalled 4 FTE (2022: 3).

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

The Charity operates a defined contribution pension scheme and the assets of the scheme are held separately from those of the Charity in an independently administered fund. The pension cost charge of £1,315 (2022: £1,067) were the contributions paid by the Charity to the fund.

6. Trustee remuneration & related party transactions

No remuneration directly or indirectly out of the funds of the Charity was paid or is payable for the year to any trustee or to any person or persons known to be connected with any of them.

No trustee or other person related to the Charity had any personal interest in any contract or transaction entered into by the charity during the year. (2022 - nil).

OFF THE RECORD (TWICKENHAM) LTD
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH
2023 (continued)

7 Debtors

	2023	2022
	£	£
Float with payroll provider	10,900	9,200
Accrued income	12,347	3,621
Accounts receivable	1,450	12,608
Prepayments	432	-
Total	<u>25,129</u>	<u>25,429</u>

8. Creditors: Amounts falling due within one year

	2023	2022
	£	£
Accounts payable	13,193	15,465
Deferred income	55,000	50,000
Total	<u>68,193</u>	<u>65,465</u>

OFF THE RECORD (TWICKENHAM) LTD
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31st MARCH
2023 (continued)**

9. Movement in funds

	C/F at 31/3/2022	Income	Expenditure	C/F at 31/3/2023
	£	£	£	£
<u>Restricted Funds</u>				
Barnes Fund	6,312	15,776	(13,364)	8,724
Hampton Fund	2,395	-	(2,395)	-
Harlequins	520	-	(520)	-
Integrated Care Services	-	87,000	(22,428)	64,572
One Richmond	1,393	-	(1,393)	-
Richmond Parish Lands Charity	13,963	50,000	(63,963)	-
Richmond Parish Lands Covid Fund	1,442	-	(1,442)	-
Richmond Voluntary Fund	26,667	24,620	(51,287)	-
SW London CCG	14,447	29,000	(43,447)	-
St Mary's Church, Twickenham	-	12,000	-	-
	67,138	218,396	(212,239)	73,295
<u>Unrestricted Funds</u>				
	184,817	58,181	(74,239)	168,759
	251,955	276,577	(286,478)	242,054

Barnes Fund – funding for 2 satellite counselling services in the Barnes area.

Hampton Fund – funding for 3 satellite counselling services in Hampton, Hampton Hill and Teddington.

Harlequins – funding for laptops to facilitate remote counselling sessions.

Integrated Care Services – one off funding to establish additional counselling provision in Kingston and Richmond.

One Richmond – funding for a helpline for parents of vulnerable young people in their care.

Richmond Parish Lands Charity – funding for crisis counselling, satellite counselling services in Ham, Richmond and East Twickenham, training for counsellors, and overhead costs for the core counselling service.

Richmond Parish Lands Charity Covid Grant – covid grant received to provide additional counselling for young people during the pandemic.

Richmond Voluntary Fund – a fund into which local community residents donate to local organisations who make a difference to the lives of vulnerable people in Richmond upon Thames.

SW London CCG – funding for engagement with the CAMHS SPA, providing crisis counselling sessions at the Off The Record main centre and satellite counselling services in the Whitton and Hampton Hill areas.

St Mary's Church, Twickenham – provision of free office accommodation.

OFF THE RECORD (TWICKENHAM)

England & Wales - Charity number 1152097

Accounts

Registered Charity Number: 1152097

Registered Company Number: 8466382 (England and Wales)

OFF THE RECORD (TWICKENHAM) LTD

Report and Financial Statements for the year ended 31 March 2022

OFF THE RECORD (TWICKENHAM) LTD

**Report and Financial Statements
for the year ended 31 March 2022**

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OFF THE RECORD (TWICKENHAM) LTD
A Company Limited by Guarantee No: 8466382

Reference & Administrative Details

Charity Name OFF THE RECORD (TWICKENHAM) LTD

Date of Incorporation 28.03.2013

Registered Company No: 8466382

Charity Registration No. 1152097

Address 2 Church Street
Twickenham
TW1 3NJ

Board of Directors

Sarah Simpson (Chair of Trustees)

Nigel Bloomer (Treasurer)

Sigrid Balmer

James Battersby

Catherine Challands (Resigned 11.10.21)

Phil Checkland

Kirsty Gibbins

Peter Jenkins (Appointed 14.07.22)

Sarah McCarthy

Deirdra Moloney

Samantha Tamaddon (Resigned 14.07.22)

Bankers

The Cooperative Bank

Metro Bank

Shawbrook Bank

Independent Examiner

Dunstanette Kuti FCCA MCSI

Community Accountant

Community Action Sutton

Granfers Community Centre

73-79 Oakhill Rd

Sutton SM1 3AA

OFF THE RECORD (TWICKENHAM) LTD
A Company Limited by Guarantee No: 8466382

TRUSTEES' REPORT

The Trustees present their report together with the financial statements of the charity for the year ended 31 March 2022.

Structure, governance and management

Off The Record (Twickenham) Ltd is a registered charity constituted under a Memorandum and Articles of Association dated 13 April 2013 and approved by the Charity Commission on 20 May 2013. Off The Record (Twickenham) Ltd is a Company Limited by Guarantee without having a share capital, Company No. 8466382, under a Company Certificate dated 28 March 2013.

The Trustees have examined the major strategic, business and operational risks which the charity faces and confirm that systems have been established to enable regular reports to be produced so that the necessary steps can be taken to lessen these risks.

The power to appoint additional directors by ordinary resolution is vested within the existing Board. The Board of Directors (Trustees) should comprise at least four people (minimum age 16) but the maximum number to be appointed is at their discretion. One third of the Board is required to retire at each Annual Meeting but if willing, trustees may stand for immediate re-election. No maximum term of office is specified in the Articles although this may be determined by an ordinary resolution at the AGM. The existing directors take responsibility for the induction of new directors.

Objectives and activities

The objects of the Charity are specifically restricted to the following:

1. The advancement of education, the protection and preservation of good health and the relief of poverty, distress and sickness of young persons (being persons under the age of 25) in the United Kingdom, particularly the London Borough of Richmond upon Thames.
2. The relief and prevention of suffering caused by mental or physical ill health or by social or economic circumstances among young people by establishing, maintaining and developing a counselling service for the giving of individual or group counselling, and practical advice.

The Trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning future activities.

Reference and Administrative Details

The Charity operates from its registered office at 2 Church Street, Twickenham TW1 3NJ and also delivers services from a range of satellite centres throughout the London Borough of Richmond upon Thames. The project is managed by a full-time Manager, part-time Assistant Manager and Business Manager, and uses freelance, paid staff, and volunteers to achieve its aims.

OFF THE RECORD (TWICKENHAM) LTD
A Company Limited by Guarantee No: 8466382

Achievements and Performance

The Chair's Report below provides detail about the activities of the project during the year.

Reserves Policy

The Board of Trustees's principal consideration is to ensure that consistency is maintained for the vulnerable young people within its support system and as such, it recognises the importance of developing sufficient free reserves to support the organisation.

The charity's policy is to have reserves of six months restricted and unrestricted expenditure plus a buffer to cover the possibility that funders of, in particular, satellite hubs may not renew funding in the future and that it might take time to find new funders for those activities funded by restricted funds. At the 31st March 2022, this buffer amounted to £123,995 (2021: £174,410).

Financial Review

The charity's total income during the period was £234,487 against a total expenditure of £256,867, giving an operating deficit for the period of £22,380. Net assets of £251,955 are carried forward to the next financial year.

Plans for the Future

Five key developments for 2022-23 will be:-

- To hold a board and operational staff strategy day to set a new 3-5 year business plan for the charity
- To increase our satellite service offer by opening 2-3 new satellite services, and to bring the core service up to full capacity after the lockdown period
- To review and update our risk management processes following the adaptations made during 2020-2021
- To review and consolidate our staffing structures following adaptations made during the pandemic
- To strengthen our community of individual supporters through awareness-raising events to support local giving

Chair's Report

The value of the work of Off the Record Twickenham (OTR) is reflected in the feedback from the young people who came through our doors last year:

"My counsellor never made me feel bad about my thoughts/feelings" (age 16)

"It helped me understand my nervousness" (15)

"I loved that they didn't know much about me so it felt really private" (12)

It is thirty years since the doors of 2, Church Street, Twickenham were first open to young people and OTR continues to remain the only free and confidential counselling, and walk-in information and sexual health service to those aged 11-24 living, working or studying in the borough of Richmond. Providing a safe space where young people can be listened to and not judged has been our core aim.

OFF THE RECORD (TWICKENHAM) LTD
A Company Limited by Guarantee No: 8466382

It is shocking to understand that our local young people are numbered as being amongst the highest in London for self-harming and demonstrating risky behaviours. As we emerged from the upheavals caused by the pandemic lockdowns, anxiety and stress continue to be key issues, but we have seen a rise in the numbers of young people with a range of complex support needs.

As Covid 19 continued to cast a long shadow over us, the Board's first objective was to ensure that our systems and delivery model were able to respond to the needs of young people through the crisis and beyond. 2021-22 saw a gradual return to our previous service model. Our capacity at Church Street grew from 19 weekly sessions in April to 43 by the end of the financial year. A similar return to capacity took place at our satellite centres - by December 2021 all but two of the centres were running face to face counselling, with 36 sessions available per week by the end of March. Our Online Counselling has now dropped to 5 sessions per week from 34 in April 2021. Our counselling drop-in service saw a gradual increase in numbers during the year; we continue to promote our crisis counselling through outreach work.

None of these developments would have been possible without the enthusiasm and hard work of our Manager, Deborah Kerpner, and her dedicated team of counsellors and amazing office staff who have supported OTR through these challenging times.

Our second objective was to have the necessary resources to deliver an expanded counselling service including staffing structure to support delivery. At the start of the year, a number of counsellors were reluctant to return to face-to-face work, so we began to advertise and actively develop our relationships with the training colleges. Trustees monitor the recruitment need as part of standing agenda reports to Board Meetings. The Board delegated responsibility for HR issues to a new Committee during the year. We also built up our administrative capacity to 36 hours p.w. to help us respond to the continued pressure on our waiting lists. We delivered 3,506 sessions during the year – this is 419 more than the previous year - supporting 1,166 different young people – a significant rise from 1,033 in the previous year - as well as 160 parents and carers of young people. This includes all young visitors to OTR including those attending the drop-in service and the sexual health clinic.

Our third objective was to ensure that the range of funding streams were sufficiently diverse, successful and adequate for our new service model. OTR's Business Committee met six times during the year to advise and make recommendations to the Board on all areas of financial management and reporting; fundraising strategy and oversight; risk management; IT infrastructure; the establishment and compliance with business policies, and procurement and service provider oversight.

Our fourth objective was to review our communication tools, website and literature to ensure they remain relevant and support our key aims. With a greater level of administrative capacity within the staff team, we have been able to give regular attention to our communications, across all media, to support young people, and to engage the wider community in awareness of our work.

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Our fifth objective was to establish a regular review and modification of facilities to ensure that all working practices were safe and accessible for all stakeholders. As part of our ongoing attention to government guidance on providing a safe environment during the pandemic, we worked with our landlord to commission and install a ventilation system to circulate fresh air through our main counselling offices in Church Street (supported by one of our generous donors). OTR regularly reviews and reflects on its practice to be fully compliant with the data protection standards of the NHS Digital Toolkit, on which we are assessed annually.

I would like to thank all members of the Trustee Board for their efforts in the last year. A special thanks to Phil Checkland who is retiring as a Trustee. Phil has been an invaluable member of the Board especially with his contributions to the Business Committee and the review of our IT systems.

Even more thanks are due to our Funders, without which our young people could not be supported. They include Hampton Fund, Richmond Parish Lands Charity, The Barnes Fund, One Richmond, Global Make Some Noise, the Masonic Charitable Foundation and NHS SW London CCG. We were especially delighted to receive funds again from local residents through donations to the Richmond Voluntary Fund.

Young people are particularly keen to support our work: pupils from two schools led fundraising campaigns on our behalf. Students from the Richmond Music Trust performed at our first Summer Concert which was held at St Mary's Church in September 2021. This was a wonderful end to a very successful Summer Fair, where OTR Friends were able to show their prowess once again at running raffle and tombola stalls.

We were also delighted to receive donations from so many individuals and local schools who took on challenges or ran events to raise funds for us. This included the Three Peaks challenge and the London Marathon, while one local surgery held a clothing sale. We also have many generous donors who wish to remain anonymous.

Finally, although I am standing down from the Board at our AGM, I will continue to be involved in running fundraising activities through the Friends of Off the Record. It has been a real privilege to be part of a charity that positively affects so many young lives. I am sure with our Board, Staff team and counsellors, Off the Record will continue to do so for many years to come.



Sarah Simpson, MBE

Chair of the Board of Trustees

September 2022

OFF THE RECORD (TWICKENHAM) LTD
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Statement of Financial activities for the year ended 31 March 2022

	Note	Restricted Funds £	Unrestricted Funds £	Total Funds 2022 £	Total Funds 2021 £
Income and endowments from:					
Donations and legacies			14,260	14,260	23,621
Charitable activities		163,519	44,321	207,840	252,090
Investments		-	387	387	647
Donated Services & Facilities		12,000	-	12,000	11,884
Total Income	2	175,519	58,968	234,487	288,242
Resources Expended					
Charitable expenditure	3	204,742	51,259	256,001	199,850
Fundraising costs	4	-	866	866	-
Total Expenditure		204,742	52,125	256,867	199,850
Net Income		(29,223)	6,843	(22,380)	88,392
Total funds brought forward		96,361	177,974	274,335	185,943
Total funds carried forward		67,138	184,817	251,955	274,335

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

OFF THE RECORD (TWICKENHAM) LTD
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Balance sheet as at 31 March 2022

	Note	2022 £	2021 £
FIXED ASSETS			
CURRENT ASSETS			
Debtors	7	25,429	30,167
Cash at Bank and in Hand		291,991	258,259
		317,420	288,426
Creditors: Amounts falling due in one year	8	65,465	14,091
Net Current Assets		251,955	274,335
NET ASSETS		251,955	274,335
 Financed by:			
Restricted Funds		67,138	96,360
Unrestricted Funds		184,817	177,975
TOTAL FUNDS	9	251,955	274,335

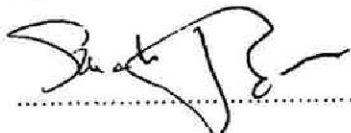
For the financial year ended 31 March 2022, the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.


The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with section 476.

The trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to small companies' subject to the small companies' regime and in accordance with FRS102 SORP.

Approved on behalf of the Trustees on 6th October 2022 and signed on their behalf by:


 TRUSTEE


 TRUSTEE

OFF THE RECORD (TWICKENHAM) LTD
A Company Limited by Guarantee No: 8466382

Notes to the Financial Statements for the year ended 31 March 2022

1. ACCOUNTING POLICIES

1.1a Basis of preparation of the financial statements

The financial statements are prepared under the historical cost convention and in accordance with applicable accounting standards and the Statement of Recommended Practice "Accounting & Reporting by Charities" revised in 2015.

1.1b 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 or through the terms of a grant.

2. Income

	Restricted Funds £	Unrestricted Funds £	Total Funds 2022 £	Total Funds 2021 £
Donations and legacies				
Donations		10,892	10,892	17,098
Gift Aid		3,368	3,368	6,523
		14,260	14,260	23,621
Charitable activities				
Grants	163,519	4,500	168,019	231,900
Fundraising Events		15,994	15,994	2,972
Commissions and Paid for Services		21,617	21,617	17,218
HMRC JR Scheme		2,210	2,210	
	163,519	44,321	207,840	252,090
Donated Services & Facilities	12,000	-	12,000	11,884
Investment income:				
Interest	-	387	387	647
	175,519	58,968	234,487	288,242

OFF THE RECORD (TWICKENHAM) LTD
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Notes to the Financial Statements for the year ended 31 March 2022 (continued)

3. Expenditure on Charitable Activities

	Restricted Funds £	Unrestricted Funds £	Total Funds 2022 £	Total Funds 2021 £
Staff Costs	113,474	5,651	119,125	115,066
Professional Services	-	12,400	12,400	-
Project Costs	77,866	17,844	95,710	68,287
Office & Adm	1,402	9,659	11,061	7,542
Admin Costs	-	-	-	4,047
Premises Costs	12,000	5,611	17,611	1,898
Other OTR Costs	-	93	93	3,010
	<u>204,742</u>	<u>51,259</u>	<u>256,001</u>	<u>199,850</u>

4. Fundraising Costs

	Restricted Funds £	Unrestricted Funds £	Total Funds 2022 £	Total Funds 2021 £
Fundraising Costs	-	866	866	-
	<u>-</u>	<u>866</u>	<u>866</u>	<u>-</u>

5. Staff Remuneration Costs

	2022 £	2021 £
Wages and salaries	107,097	87,009
Social security costs	5,179	6,907
Pension costs	1,067	752
	<u>113,343</u>	<u>94,668</u>

The average number of staff employees in the totalled 3 FTE (2021: 3).

OFF THE RECORD (TWICKENHAM) LTD
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Notes to the Financial Statements for the year ended 31 March 2022 (continued)

6. Trustee Remuneration & Related Party Transactions

No remuneration directly or indirectly out of the funds of the charity was paid or is payable for the year to any trustee or to any person or persons known to be connected with any of them.

No trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity during the year. (2021 - nil).

7 Debtors

	2022	2021
	£	£
Float with Payroll Provider	9,200	9,200
Accrued Income	3,621	20,967
Accounts Receivable	12,608	-
Total	25,429	30,167

8. Creditors: Amounts falling due within one year

	2022	2021
	£	£
Accounts Payable	15,465	-
Deferred Income	50,000	13,947
Accruals	-	144
Total	65,465	14,091

OFF THE RECORD (TWICKENHAM) LTD
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Notes to the Financial Statements for the year ended 31 March 2022 (continued)

9. Movement in Funds

	B/F 31/3/2021	Receipts	Expended	CF 31/3/2022
	£	£	£	£
<u>Restricted Funds</u>				
Barnes Fund	3,730	14,800	(12,218)	6,312
Civic Pride	900	-	(900)	-
Clarendon	(169)	-	169	-
Global Make Some Noise	-	17,815	(17,815)	-
Hampton Fund	5,750	21,600	(24,955)	2,395
Harlequins	520	-	-	520
National Lottery	2,562	-	(2,562)	-
One Richmond	-	4,800	(3,407)	1,393
Richmond Voluntary Fund	26,667	45,408	(45,408)	26,667
Richmond Parish Lands Charity	37,248	30,096	(53,381)	13,963
Richmond Parish Lands Charity Covid Grant	3,360	-	(1,918)	1,442
SW London CCG	15,793	29,000	(30,346)	14,447
St. Mary's Church	-	12,000	(12,000)	-
	<u>96,361</u>	<u>175,519</u>	<u>(204,742)</u>	<u>67,138</u>
<u>Unrestricted Funds</u>				
General	177,974	58,968	(52,125)	184,817
	<u>274,335</u>	<u>234,487</u>	<u>(256,867)</u>	<u>251,955</u>

Barnes Fund – funding for 2 satellite counselling services in the Barnes area

Global Make Some Noise – funding for providing counselling to young people in crisis

Hampton Fund – funding for 3 satellite counselling services in Hampton, Hampton Hill and Teddington

Harlequins – funding for laptops to facilitate remote counselling sessions

One Richmond – funding for a helpline for parents of vulnerable young people in their care

Richmond Parish Lands Charity – funding for crisis counselling, satellite counselling services in Ham, Richmond and East Twickenham, training for counsellors, and overhead costs for the core counselling service

Richmond Paris Lands Charity Covid Grant – covid grant received to provide additional counselling for young people during the pandemic

Richmond Voluntary Fund – a fund into which local community residents donate to local organisations who make a difference to the lives of vulnerable people in Richmond upon Thames.

SW London CCG – funding for engagement with the CAMHS SPA, providing crisis counselling sessions at the OTR main centre and satellite counselling services in the Whitton and Hampton Hill areas

OFF THE RECORD (TWICKENHAM) LTD
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Independent Examiner's Report on the Accounts

I report on the accounts for the charity for the year ended 31st March 2022.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 and that an Independent Examination is needed

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act;
- to follow the procedures laid down in the general directions given by the Charities Commission (under section 145(5)(b) of the Charities Act), and
- to state whether particular matters have come to my attention.

Basis of independent review

My examination was carried out in accordance with general directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a "true and fair" view and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

(1) which gives me reasonable cause to believe that in any material respect the Trustees have not met the requirements:

- to keep accounting records in accordance with section 130 of the Charities Act; and
- to prepare accounts which accord with the accounting records, and comply with the accounting requirements of the 2011 Charities Act

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



Name: Dunstanette Kuti, FCCA MCSI

Position: Community Accountant

Community Action Sutton

Granfers Community Centre, 73-79 Oakhill Road, Sutton, Surrey, SM1 3AA

Date: 11/03, 2022

OFF THE RECORD (TWICKENHAM)

England & Wales - Charity number 1152097

Accounts

Registered Charity Number: 1152097

Registered Company Number: 8466382 (England and Wales)

OFF THE RECORD (TWICKENHAM) LTD

Report and Financial Statements for the year ended 31 March 2021

Registered Charity Number: 1152097

Registered Company Number: 8466382 (England and Wales)

OFF THE RECORD (TWICKENHAM) LTD

Report and Financial Statements for the year ended 31 March 2021

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OFF THE RECORD (TWICKENHAM) LTD
A Company Limited by Guarantee No: 8466382

Reference & Administrative Details

Charity Name	OFF THE RECORD (TWICKENHAM) LTD
Date of Incorporation	28.03.2013
Registered Company No:	8466382
Charity Registration No.	1152097
Address	2 Church Street Twickenham TW1 3NJ
Board of Directors	Sarah Simpson (Chair of Trustees) Nigel Bloomer Sigrid Balmer James Battersby Catherine Challands Phil Checkland Sarah McCarthy (Appointed 2.07.20) Kirsty Gibbins (Appointed 28.1.21) Deirdra Moloney (Appointed 28.1.21)
Company Treasurer	Nigel Bloomer
Bankers	The Cooperative Bank Metro Bank Shawbrook Bank
Independent Examiner	Dunstanette Kuti Community Accountant Community Action Sutton Granfers Community Centre 73-79 Oakhill Rd Sutton SM1 3AA

OFF THE RECORD (TWICKENHAM) LTD
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TRUSTEES' REPORT

The Trustees present their report together with the financial statements of the charity for the year ended 31 March 2021 which have been prepared on a receipts and payment basis. The financial statements have been prepared in accordance with the charity's constitution and applicable law.

Structure, governance and management

Off The Record (Twickenham) Ltd is a registered charity constituted under a Memorandum and Articles of Association dated 13 April 2013 and approved by the Charity Commission on 20 May 2013. Off The Record (Twickenham) Ltd is a Company Limited by Guarantee without having a share capital, Company No. 8466382, under a Company Certificate dated 28 March 2013.

The trustees have examined the major strategic, business and operational risks which the charity faces and confirm that systems have been established to enable regular reports to be produced so that the necessary steps can be taken to lessen these risks.

The power to appoint additional directors by ordinary resolution is vested within the existing Board. The Board of Directors (Trustees) should comprise at least four people (minimum age 16) but the maximum number to be appointed is at their discretion. One third of the Board is required to retire at each Annual Meeting but if willing, trustees may stand for immediate re-election. No maximum term of office is specified in the Articles although this may be determined by an ordinary resolution at the AGM. The existing Directors take responsibility for the induction of new Directors.

Objectives and activities

The objects of the charity are specifically restricted to the following:

1. The advancement of education, the protection and preservation of good health and the relief of poverty, distress and sickness of young persons (being persons under the age of 25) in the United Kingdom, particularly the London Borough of Richmond upon Thames.
2. The relief and prevention of suffering caused by mental or physical ill health or by social or economic circumstances among young people by establishing, maintaining and developing a counselling service for the giving of individual or group counselling, and practical advice.

The trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning future activities.

Reference and Administrative Details

The charity operates from its registered office at 2 Church Street, Twickenham TW1 3NJ and also delivers services from a range of satellite centres throughout the London Borough of Richmond upon Thames. The project is managed by a full-time Manager, part-time Assistant Manager and Business Manager, and uses freelance, paid staff, and volunteers to achieve its aims.

OFF THE RECORD (TWICKENHAM) LTD
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Achievements and Performance

The Chair's Report below provides detail about the activities of the project during the year.

Reserves Policy

The Board of Trustee's principal consideration is to ensure consistency is maintained for the vulnerable young people within its support system and as such, recognise the importance of developing sufficient free reserves to safeguard the organisation.

The main concerns of the Board are to ensure:

- that staff can continue working, to maintain continuity of the entire service and to secure new funding
- that staff are supported and due process is given to redundancy in line with legislation
- service users are supported in completing their counselling contracts
- partners are informed and referral plans put in place

In conjunction with the charity's cash flow and management accounting systems, a reserves policy is in place to retain funds equal to six month's expenditure plus a working capital buffer to allow for uncertainty on the timing of income receipts. For financial year 2021-22, this equates to £151,257.

Financial Review

The charity's total income during the period was £288,242 against a total expenditure of £199,850, giving an operating surplus for the period of £88,392. Net assets of £274,335 are carried forward to the next financial year.

Plans for the Future

Five key developments from 2021-22 will be:-

- ~ To ensure that systems and delivery model, which were modified and adapted to respond to the challenges of the coronavirus pandemic, continue to enable provision of services and support to young people throughout the crisis and beyond
- ~ To have the necessary resourcing to deliver an expanded counselling service, including staffing structure to support delivery
- ~ To ensure the range of funding streams are diverse, successful, adequate and relevant to our new service model
- ~ To ensure all our communication tools and resources, including the website and literature, are relevant and help support our key aims
- ~ To ensure regular review and modification of facilities to ensure that all working practices are safe and accessible for all stakeholders

CHAIR'S REPORT

Creating a safe place where someone listens and does not judge is the essence of what we do.

OTR continues to remain the only free and confidential drop-in counselling, information and

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sexual health service for young people aged 11—24 living, working or studying in the borough of Richmond. Our services have been needed more than ever during the pandemic and the lockdowns which have especially affected young people.

We may be based in a green and leafy borough but our young people are among the highest in London for self harming and demonstrating risky behaviours. Thankfully, our service is well publicised but that has meant an increased demand which puts pressure on our OTR team. I must take this opportunity to thank Deborah Kerpner along with her amazing team of staff and counsellors for how they, themselves have coped and adapted during these extraordinary times.

Across the course of the last year, 1,033 young people were supported by our services, attending a total of 3,087 sessions. 816 of these were new clients in addition to 217 returning clients. We supported 118 parents with queries and support with their children, and were delighted to launch a parent helpline that will enable us to help more parents support their children in times of difficulty over the coming year.

These numbers reflected a slight drop compared to the previous year as a result of the initial Covid-19 lockdown when the service had to temporarily close whilst training and guidelines were prepared and issued, and the service and counsellors migrated to an online service. Initially, many of our clients, in or waiting to start counselling, chose to postpone their sessions until we were able to resume face to face support. However, as the year progressed, their willingness and confidence in taking up online sessions increased.

Our successful satellite model ensures we are able to reach young people from across the borough who might struggle to come to our main centre in Twickenham. Within 2019 we extended this model further by opening five additional satellite hubs bringing the total number of OTR hubs to nine across the borough in Hampton, Hampton Hill, Teddington, Richmond, St. Margaret's, Whitton, Ham, Barnes and Twickenham.

We now have the capacity to deliver 36 counselling sessions across the hubs per week, in addition to 55 sessions delivered per week at Church Street. We also offer six counselling sessions per week in partnership with Skylarks at the Heatham House hub, Twickenham, for young people with disabilities.

Feedback from young people that come to OTR for support continues to overwhelmingly show us that after counselling their wellbeing has dramatically improved:

- ~ 93% felt more positive about the future
- ~ 96% understood themselves better
- ~ 90% feel more able to overcome life's challenges
- ~ 98% believed counselling had definitely helped them
- ~ 81% felt their relationships with others had improved

Over the course of the last year the responsive and proactive approach of the entire OTR team of management, admin, counselling and IT staff was critical to the swift mobilisation of

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the new service delivery model meeting the needs of young people in the community during the pandemic and beyond.

We are proud of how well and professionally our team adapted to working from home and created solutions for remote ways of working , enabling us to continue to support the service delivery. We efficiently modified our systems and trained our counselling team to be able to provide online counselling in less than two months from the start of the first national lockdown.

Online counselling was mainly by zoom video sessions, but we also offered sessions on the telephone and occasionally by text or email, to meet the various needs of young people in challenging situations.. We reopened the satellites in Barnes as early as June 2020 and some onsite counselling sessions in Church St as swiftly as was possible in September. We then continued to provide a combined service, moving some slots back online as governmental guidelines changed and back to face-to-face when possible.

Support during the year

In order to support our young people during this challenging time, the charity needs to be on a firm financial footing and this would not have been possible without the continued support of our amazing local funders, Barnes Fund, Hampton Fund and Richmond Parish Lands Charity. We would also like to acknowledge the vital contributions we received from the South West London Clinical Commissioning Group, the National Lottery Community Fund, The Masonic Charitable Foundation, Mrs Smith & Mount Trust as well as the enormous generosity of St Mary's Church in providing our premises in Church Street.

We were thrilled to be selected as a Global Make Some Noise charity for 2020-2022. The scheme funds and empowers small charities, helping disadvantaged children, young people and their families across the UK They raise money and awareness, providing training to boost skills and build sustainability.

The Richmond upon Thames Voluntary Fund, a charitable trust set up to give residents the opportunity to donate to local organisations that make a difference to the lives of vulnerable residents within the borough, selected OTR, along with Richmond Mind, to be the beneficiaries of the charity during 2020-21. The Fund launched in February 2020, at the start of Children's Mental Health Week, to mark the selected 2020 charity beneficiaries. We are exceptionally grateful to the Trustees of the Voluntary Fund and to the local community for the overwhelming support we received for the year. Earlier this year we were delighted to be named again as beneficiaries for 2021-22, along with Richmond Mind, Dose of Nature and Marble Hill Playcentres.

It has become increasingly clear to me, during this year as Chair that, after twenty nine years, we are a local charity which is really valued and supported in many different ways by individuals in the community. In the last year we have received donations in memory of a former Trustee, Adrian Sumption, and a young man, Tarun Ray, who loved helping others. In lockdown, others have been innovative in their approach from raising £262 by playing 26 famous guitar rock riffs in 26 minutes, to sharing the contents of their cellar with friends and

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offering a Fine Wine and Cheese tasting event on zoom. Twickenham Rotary Club donated £600 of their personal expenses and students at Hampton School raised £2,710 from their "1557 Challenge" In a year where we have not been able to run our usual fundraising events, these and other donations, large and small have been much appreciated.

I would like to express my grateful thanks to all my fellow Trustees for their support and hard work. We have been extremely fortunate to recruit three new Trustees in the last year with experience in marketing, human resources and working with vulnerable young people. Due to restrictions, followed by some well deserved late holidays, we have not yet been able to all meet face-to-face. We look forward to doing that shortly.

Finally I would like to give a special mention to Cath Challands who is standing down as a Trustee at our AGM. Cath has been involved with OTR since its early beginnings in 1992. Cath will continue to sit on our Management sub-committee and be part of our ever growing group of Friends of Off the Record. Many thanks to Cath for her outstanding contribution.

Grateful thanks to our funders in the last year:

The Barnes Fund
Global's Make Some Noise
Hampton Fund
Harlequins Foundation
London Borough of Richmond upon Thames Civic Pride Fund
Masonic Charitable Foundation
Mrs Smith & Mount Trust
National Lottery Community Fund
One Richmond
Richmond Parish Lands Charity
Richmond Voluntary Fund
South West London Clinical Commissioning Group
St Mary's Twickenham Parochial Church Council

Thanks also to additional ongoing support from;

The Greenwood Centre
ETNA
Essex House Surgery
The Orange Tree Clinic

Thanks to all those involved and who donated through the following fundraising appeals and events within the year;

In memory of Tarun Ray
In memory of Adrian Sumption
Fine Wine tasting & cheese evening
Twickenham Rotary Club Quiz night
Nathaniel Taylor's 262 Challenge
Surbiton High

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Hampton High School
The Norman Trust
WG & S Employee Fundraising Donation.

Special thanks to all the individuals that donated to us via paypal, equating to £9,725 over the 20-21 financial year.

A handwritten signature in black ink, appearing to read 'Sarah Simpson', with a long horizontal stroke extending to the right.

Sarah Simpson MBE
Chair of Trustees

OFF THE RECORD (TWICKENHAM) LTD
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Statement of Financial activities for the year ended 31 March 2021

	Note	Restricted Funds £	Unrestricted Funds £	Total Funds 2021 £	Total Funds 2020 £
Income and Endowment from:					
Grants		227,400	4,500	231,900	112,814
Fees for Charitable Services		17,098	26,713	43,811	
Donations					40,755
Donated Services & Facilities		-	11,884	11,884	42,940
Investment income:					
Interest		-	647	647	650
Total Income	2	<u>244,498</u>	<u>43,744</u>	<u>288,242</u>	<u>197,159</u>
Resources Expended					
Charitable expenditure		189,989	9,861	199,850	194,367
Management and Administration		-	-	-	600
Exceptional cost		-	-	-	9,920
Total Expenditure	3	<u>189,989</u>	<u>9,861</u>	<u>199,850</u>	<u>204,887</u>
Net Income		54,508	33,883	88,392	(7,728)
Total funds brought forward		41,852	144,091	185,943	193,671
Total funds carried forward		<u>96,360</u>	<u>177,974</u>	<u>274,335</u>	<u>185,943</u>

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

OFF THE RECORD (TWICKENHAM) LTD
A Company Limited by Guarantee No: 8466382

Balance sheet as at 31 March 2021

	Note	2021	2020
		£	£
FIXED ASSETS		-	-
CURRENT ASSETS			
Debtors	6	30,167	7,990
Cash at Bank and in Hand		<u>258,259</u>	<u>235,381</u>
		288,426	243,371
Creditors- Amounts falling due within one year	7	<u>14,091</u>	<u>57,428</u>
Net Current Assets		274,335	185,943
NET ASSETS		<u><u>274,335</u></u>	<u><u>185,943</u></u>
Financed by:			
Restricted Funds		96,360	41,852
Unrestricted Funds		177,974	144,091
TOTAL FUNDS	8	<u><u>274,335</u></u>	<u><u>185,943</u></u>

For the financial year ended 31 March 2021, the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with section 476.

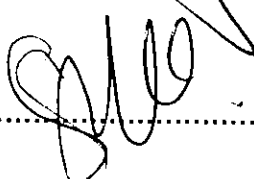
The trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to small companies' subject to the small companies' regime and in accordance with FRS102 SORP.

Approved on behalf of the Trustees on behalf by:

2021 and signed on their


 TRUSTEE


TRUSTEE

OFF THE RECORD (TWICKENHAM) LTD
A Company Limited by Guarantee No: 8466382

Notes to the Financial Statements for the year ended 31 March 2021

1. ACCOUNTING POLICIES

1.1a Basis of preparation of the financial statements

The financial statements are prepared under the historical cost convention and in accordance with applicable accounting standards and the Statement of Recommended Practice "Accounting & Reporting by Charities" revised in 2015.

1.1b 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 or through the terms of a grant.

2. Income from Charitable Activities

	Restricted Funds £	Unrestricted Funds £	Total Funds 2021 £	Total Funds 2020 £
Grants	227,400	4,500	231,900	112,814
Fees for Charitable Services				
Donations	17,098	-	17,098	40,755
Fundraising Events	-	2,972	2,972	-
Commissions and Paid for	-	17,218	17,218	-
Services	-	6,523	6,523	-
Gift Aid	-	6,523	6,523	-
	17,098	26,713	43,811	40,755
Donated Services & Facilities	-	11,884	11,884	42,940
Investment income:				
Interest	-	647	647	650
	244,498	43,744	288,242	197,159

OFF THE RECORD (TWICKENHAM) LTD
A Company Limited by Guarantee No: 8466382

Notes to the Financial Statements for the year ended 31 March 2021 (continued)

3. Expenditure on Charitable Activities

	Restricted Funds	Unrestricted Funds	Total Funds 2021	Total Funds 2020
	£	£	£	£
Staffing Costs	105,205	9,861	115,066	101,818
Project Costs	68,287	-	68,287	62,815
Office Costs	7,542	-	7,542	9,680
Admin Costs	4,047	-	4,047	6,979
Premises Costs	1,898	-	1,898	1,675
Other OTR Costs	3,010	-	3,010	12,000
Other -Exceptional cost	-	-	-	9,920
	<u>189,989</u>	<u>9,861</u>	<u>199,850</u>	<u>204,887</u>

4. Staff Remuneration Costs

	2021	2020
	£	£
Wages and salaries	87,009	73,579
Social security costs	6,907	5,651
Pension costs	752	420
	<u>94,668</u>	<u>79,649</u>

No remuneration was paid to Trustees in the year, nor were any expenses reimbursed to them

The number of employees at the end of the year totalled 3.1 FTE (2020: 2.7).

5. Trustee Remuneration & Related Party Transactions

No remuneration directly or indirectly out of the funds of the charity was paid or is payable for the year to any trustee or to any person or persons known to be connected with any of them.

No trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity during the year. (2020 - nil).

OFF THE RECORD (TWICKENHAM) LTD
A Company Limited by Guarantee No: 8466382

Notes to the Financial Statements for the year ended 31 March 2021 (continued)

6. Debtors

	2021	2020
	£	£
Float with Payroll Provider	9,200	7,990
Accrued income	20,967	-
Total	<u>30,167</u>	<u>7,990</u>

7. Creditors: Amounts falling due within one year

	2021	2020
	£	£
Deferred income	13,947	54,844
Accruals	144	2,584
Total	<u>14,091</u>	<u>57,428</u>

OFF THE RECORD (TWICKENHAM) LTD
A Company Limited by Guarantee No: 8466382

Notes to the Financial Statements for the year ended 31 March 2021 (continued)

8. Movement in Funds

	B/F at 31/3/2020	Income	Expenditure	Transfers	C/F at 31/3/2021
	£	£	£	£	£
Restricted Funds					
Mon CC RPLC	10,073	7,475	(7,203)		10,345
Wed CC CCG	-	5,094	(1,818)		3,276
Ham Satellite RPLC	496	3,873	(4,369)		-
Hampton Hill Tue Satellite CCG	2,109	7,666	(3,694)		6,081
Hampton Hill Wed Satellite HF	2,814	5,250	(5,860)		2,204
Hampton Satellite HF	2,749	-	(3,648)		(899)
Whitton Satellite CCG	1,697	7,666	(5,347)		4,016
The Barnes Fund	(395)	16,967	(12,842)		3,730
Heatham Satellite DYT	4,736	-	(4,736)		-
Heatham Satellite Mount	-	3,000	(3,682)		(682)
Skylarks Heatham	-	14,924	(14,924)		-
Tedd Satellite HF	3,124	-	(4,429)		(1,305)
Richmond 1 - ETNA	3,944	7,424	(2,812)		8,556
Richmond 2 - Parkshot	4,732	7,424	(5,138)		7,018
School Workshops CCG	1,133	2,574	(605)		3,102
Training Grant RPLC	2,726	4,980	(1,335)		6,371
Business Manager HF	1,398	10,000	(8,898)		2,500
Business Manager RPLC	-	6,795	(6,795)		-
OTR Manager HF	-	13,000	(9,750)		3,250
National Lottery Recovery Fund	-	9,723	(7,161)		2,562
CCG SPA	516	6,000	(6,516)		-
RPLC Core Grant	-	13,458	(8,500)		4,958
RPLC Covid Grant	-	11,082	(7,721)		3,361
Harlequins	-	1,000	(480)		520
Civic Pride	-	1,950	(1,050)		900
Clarendon School	-	2,174	(2,343)		(169)
Global	-	35,000	(35,000)		-
Richmond Voluntary Fund	-	40,000	(13,333)		26,667
Total	41,852	244,498	(189,989)		96,360
Unrestricted Funds	144,091	43,744	(9,861)		177,974
Total funds	185,943	288,242	(199,850)	-	274,335

OFF THE RECORD (TWICKENHAM) LTD
A Company Limited by Guarantee No: 8466382

Independent Examiner's Report on the Accounts

I report on the accounts for the charity for the year ended 31st March 2021.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 and that an Independent Examination is needed

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act;
- to follow the procedures laid down in the general directions given by the Charities Commission (under section 145(5)(b) of the Charities Act), and
- to state whether particular matters have come to my attention.

Basis of independent review

My examination was carried out in accordance with general directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a "true and fair" view and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

(1) which gives me reasonable cause to believe that in any material respect the Trustees have not met the requirements:

- to keep accounting records in accordance with section 130 of the Charities Act; and
- to prepare accounts which accord with the accounting records, and comply with the accounting requirements of the 2011 Charities Act

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



Name: Dunstanette Kuti, FCCA MCSI
Position: Community Accountant
Community Action Sutton
Granfers Community Centre, 73-79 Oakhill Road, Sutton, Surrey, SM1 3AA

Date: 7th Oct, 2021