

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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Report and Financial Statements for the year ended 31 March 2021

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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
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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)
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Company Treasurer	Nigel Bloomer
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Bankers	The Cooperative Bank Metro Bank Shawbrook Bank
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Independent Examiner	Dunstanette Kuti Community Accountant Community Action Sutton Granfers Community Centre 73-79 Oakhill Rd Sutton SM1 3AA
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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.

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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
Nathanial 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 stylized flourish at the end.

Sarah Simpson MBE
Chair of Trustees

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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	244,498	43,744	288,242	197,159
 Resources Expended					
Charitable expenditure		189,989	9,861	199,850	194,367
Management and Administration		-	-	-	600
Exceptional cost		-	-	-	9,920
Total Expenditure	3	189,989	9,861	199,850	204,887
 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		96,360	177,974	274,335	185,943

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 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.

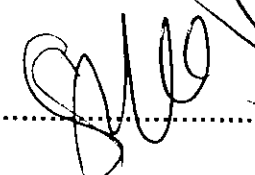
The trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

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

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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

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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
	189,989	9,861	199,850	204,887

4. Staff Remuneration Costs

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

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).

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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	30,167	7,990

7. Creditors: Amounts falling due within one year

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

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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

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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 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