

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

## **OFF THE RECORD (TWICKENHAM) LTD**

**Trustees' Report and Financial Statements**  
**for the year ended 31<sup>st</sup> March 2025**

**OFF THE RECORD (TWICKENHAM) LTD**  
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**Trustees' Report and Financial Statements**  
**for the year ended 31<sup>st</sup> March 2025**

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**REFERENCE & ADMINISTRATIVE DETAILS**

<b>Board of Directors (Trustees)</b>	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
<b>Registered Company number</b>	8466382
<b>Charity Registration number</b>	1152097
<b>Registered Office address</b>	2 Church Street Twickenham TW1 3NJ
<b>Bankers</b>	The Cooperative Bank Redwood Bank Cambridge & Counties Bank
<b>Independent Examiner</b>	Debby Metcalf FCA

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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 31<sup>st</sup> 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 16<sup>th</sup> 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 31<sup>st</sup> 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 31<sup>st</sup> 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 31<sup>st</sup> 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 31<sup>st</sup> 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 31<sup>st</sup> 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 31<sup>st</sup> 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 7<sup>th</sup> August 2025 and signed on its behalf by:

  
.....  
**Mr P Jenkins**

  
.....  
**Mrs C West**

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**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**

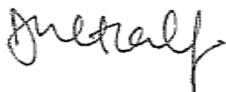
Since the Charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England & Wales ("ICAEW") which is one of the 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 31<sup>st</sup> MARCH 2025**

	<b>Note</b>	<b>Unrestricted funds £</b>	<b>Restricted funds £</b>	<b>Total funds 2025 £</b>	<b>Total funds 2024 £</b>
<b>Income and Endowment from:</b>					
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
<b>Total income</b>	<b>2</b>	<b>177,958</b>	<b>127,955</b>	<b>305,913</b>	<b>212,961</b>
<b>Resources expended:</b>					
Raising funds	<b>3</b>	1,647		1,647	7,956
Charitable activities	<b>4</b>	186,552	121,544	308,096	307,976
<b>Total expenditure</b>		<b>188,199</b>	<b>121,544</b>	<b>309,743</b>	<b>315,932</b>
<b>Net income/(expenditure)</b>		<b>(10,241)</b>	<b>6,411</b>	<b>(3,830)</b>	<b>(102,971)</b>
<b>Total funds brought forward</b>		<b>106,402</b>	<b>32,681</b>	<b>139,083</b>	<b>242,054</b>
<b>Total funds carried forward</b>		<b>96,161</b>	<b>39,092</b>	<b>135,253</b>	<b>139,083</b>

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 31<sup>st</sup> MARCH 2024**

		Unrestricted funds £	Restricted funds £	Total funds 2024 £
	Note			
<b>Income and Endowment from:</b>				
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
<b>Total income</b>	<b>2</b>	<b>119,641</b>	<b>93,320</b>	<b>212,961</b>
<b>Resources expended:</b>				
Raising funds	<b>3</b>	7,956	-	7,956
Charitable activities	<b>4</b>	174,042	133,934	307,976
<b>Total expenditure</b>		<b>181,998</b>	<b>133,934</b>	<b>315,932</b>
<b>Net income/(expenditure)</b>		<b>(62,357)</b>	<b>(40,614)</b>	<b>(102,971)</b>
<b>Total funds brought forward</b>		168,759	73,295	242,054
<b>Total funds carried forward</b>		<b>106,402</b>	<b>32,681</b>	<b>139,083</b>

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 £
<b>Current assets</b>			
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)
<b>Net current assets</b>		135,253	139,083
<b>Total net assets</b>	11	135,253	139,083
<b>Charity funds:</b>			
Unrestricted funds		96,161	106,402
Restricted funds		39,092	32,681
<b>Total funds</b>	12	135,253	139,083

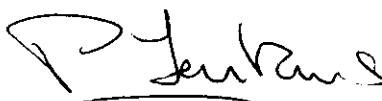
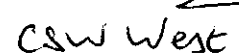
For the financial year ended 31<sup>st</sup> March 2025, the Charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

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 7<sup>th</sup> August 2025 and signed on their behalf by:

  
.....Trustee  
  
.....Trustee

**OFF THE RECORD (TWICKENHAM) LTD**  
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**NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31<sup>st</sup> 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.

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

**2. Income**

	Unrestricted funds £	Restricted funds £	Total Funds £
<b>Current year</b>			
<b>Donations and legacies</b>			
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>
<b>Charitable activities</b>			
Sale of services	<u>12,440</u>	<u>-</u>	<u>12,440</u>
<b>Other trading activities</b>			
Fundraising events	<u>12,453</u>	<u>-</u>	<u>12,453</u>
<b>Investment income</b>			
Interest	<u>5,109</u>	<u>-</u>	<u>5,109</u>
<b>Total income</b>	<u><b>177,958</b></u>	<u><b>127,955</b></u>	<u><b>305,913</b></u>
<b>Prior year</b>	£	£	£
<b>Donations and legacies</b>			
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>
<b>Charitable activities</b>			
Sale of services	15,406	-	15,406
Other income	2,860	-	2,860
	<u>18,266</u>	<u>-</u>	<u>18,266</u>
<b>Other trading activities</b>			
Fundraising events	<u>9,358</u>	<u>-</u>	<u>9,358</u>
<b>Investment income</b>			
Interest	<u>2,323</u>	<u>-</u>	<u>2,323</u>
<b>Total income</b>	<u><b>119,641</b></u>	<u><b>93,320</b></u>	<u><b>212,961</b></u>

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**NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31<sup>st</sup> 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**

<b>Current year</b>	<b>Unrestricted funds £</b>	<b>Restricted funds £</b>	<b>Total funds £</b>
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
<b>Total expenditure on charitable activities</b>	<b>186,552</b>	<b>121,544</b>	<b>308,096</b>

<b>Prior year</b>	<b>Unrestricted funds £</b>	<b>Restricted funds £</b>	<b>Total funds £</b>
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
<b>Total expenditure on charitable activities</b>	<b>174,042</b>	<b>133,934</b>	<b>307,976</b>

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.

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

**6. Staff remuneration costs and pensions**

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

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**

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

**9. Cash at bank and in hand**

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

**10. Creditors: Amounts falling due within one year**

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

**11. Analysis of net assets**

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

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

**12. Movements in funds**

<b>Current year</b>	<b>B/fwd at 1/4/2024 £</b>	<b>Income £</b>	<b>Expenditure £</b>	<b>C/fwd at 31/3/2025 £</b>
<b><u>Restricted Funds</u></b>				
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)	-
	<b>32,681</b>	<b>127,955</b>	<b>(121,544)</b>	<b>39,092</b>
<b><u>Unrestricted Funds</u></b>	<b>106,402</b>	<b>177,958</b>	<b>(188,199)</b>	<b>96,161</b>
<b>Total Funds</b>	<b>139,083</b>	<b>305,913</b>	<b>(309,743)</b>	<b>135,253</b>

**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 31<sup>st</sup> MARCH 2025**  
**(continued)**

**12. Movements in funds**

<b>Prior year</b>	<b>B/fwd at 1/4/2023 £</b>	<b>Income £</b>	<b>Expenditure £</b>	<b>C/fwd at 31/3/2024 £</b>
<b><u>Restricted Funds</u></b>				
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)	-
	<b>73,295</b>	<b>93,320</b>	<b>(133,934)</b>	<b>32,681</b>
<b><u>Unrestricted Funds</u></b>	<b>168,759</b>	<b>119,641</b>	<b>(181,998)</b>	<b>106,402</b>
<b>Total Funds</b>	<b>242,054</b>	<b>212,961</b>	<b>(315,932)</b>	<b>139,083</b>

<b>Barnes Fund</b>	Funding for 2 satellite counselling services in the Barnes area
<b>Integrated Care Services 1</b>	One-off statutory sector funding from SW London Integrated Care Services, for additional counselling in Kingston and Richmond
<b>Hampton Fund 1</b>	Contribution to core salary costs
<b>Hampton Fund 2</b>	Funding for 3 satellite counselling services in Hampton, Hampton Hill and Teddington
<b>Integrated Care Services 2</b>	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.