IN CHARLEY'S MEMORY

England & Wales · Charity number 1160805

Details

Other names	ICM
Status	Registered
Legal form	Other
Registered	2015-03-10
Register	View on the Charity Commission register

Contact

Address	20-22 High Street Burnham-On-Sea Somerset TA8 1PA
Phone	01278557490
Email	ceo@incharleysmemory.com
Website	www.incharleysmemory.com

Activities

Objects: THE CHARITY'S OBJECTS ARE TO PRESERVE AND PROTECT THE MENTAL HEALTH OF YOUNG ADULTS AND ADVANCE EDUCATION IN ALL AREAS RELATING TO MENTAL HEALTH CONDITIONS EFFECTING YOUNG ADULTS FOR THE PUBLIC BENEFIT IN PARTICULAR BUT NOT EXCLUSIVELY BY:- RAISING THE PROFILE OF MENTAL HEALTH CONDITIONS THROUGH SOCIAL MEDIA, WEBSITE, FORUMS AND VISITS TO SCHOOLS/COLLEGES; - PROVIDING YOUNG ADULTS AND THEIR FAMILIES A SAFE HAVEN WITH RELEVANT PROFESSIONALS AND AUTHORITIES; AND- PROVIDING SUPPORT NETWORKS FOR YOUNG ADULTS WITH MENTAL HEALTH CONDITIONS.

Activities: In Charley's Memory currently offers counselling to young people aged 11 -25, recently launching the overs service, now offering counselling to all. Based at our offices in Highbridge. 1 mile from the M5, and walking distance to bus and rail links

Classification

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

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Geography

- Somerset

Finances

Period end	Income	Expenditure	Assets	Employees
2025-02-28	£291,974	£333,870	-	-
2024-02-29	£299,118	£293,915	-	-
2023-02-28	£258,014	£250,933	-	-
2022-02-28	£162,000	£128,000	-	-
2021-02-28	£102,000	£76,000	-	-

Trustees

Name	Role	Appointed
Jack Millier	Chair	2024-12-10
DOUGLAS STEVEN PLUME		2016-05-26
Doreen Smith		2024-11-01
Hilary Dyer		2026-02-18
Ian Jefferies		2026-02-18

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IN CHARLEY'S MEMORY

England & Wales - Charity number 1160805

Accounts

In Charley's Memory

Making Mental Health Matter

Trustee's report 24/25
Charity number 1160805



TRUSTEE REPORT & ACCOUNTS
2024/25

Reference and administrative details Charity number 1160805			
Registered office and operational address	Unit 6, Brue Way Highbridge TA9 4AW		
Trustees who served during the year and up until the date of this report were as follows	Martyn Ellis **Chair** Jack Millier **Vice Chair**	Jo Reeves Pauline West Rob Fountain Ben Shillaker	Roger West Tessa Munt Doug Plume Doreen Smith
Key Personnel	Dawn Carey	CEO	
Bankers	HSBC UK BANK PLC Taunton		
Accountants & Examiners	Marlott Accountants Ltd	57 Church Street Fordingbridge Hampshire SP6 1BB	

The board of trustees presents its report and audited financial statements for the period 1 March 2024 to 28 February 2025. Reference and administrative information set out on page one forms part of this report. The financial statements comply with the Charities Act 2011, the Memorandum of Articles and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

The ICM team

Dawn Carey
Chief Executive

Jamie Scanlon
Chief Operating Officer

Mike Tapper
Lead Counsellor

Stephen Hooper
Grants Manager

Administrators
Jenna Meyrick
Hazel Cattermole

Counselling Team
Lucy Hobbs
Sophie Blackshaw
Michelle King
Sarah Hill
Mark Woodberry
Devon Gray

School Project Team
Judah Thomas
Jasmine Clarke-Skillicorn
Jess Couceiro
Sophie Edwards

The Zone Youth Club Team
Jeanie King
Kayleigh Seale
Alice Ashfold
Kate Gregory

Our Trustees

Martyn Ellis
Chair - resigned December 2024

Jack Millier
Chair - appointed December 2024

Rob Fountain
Resigned in 25/26 financial year

Jo Reeves
Founder

Pauline West
Resigned October 2024

Tessa Munt MP
Resigned September 2024 due to election.

Ben Shillaker
Resigned in 25/26 financial year

Doug Plume

Beverly Symonds

Doreen Smith

WELCOME

Welcome to our Trustees' annual report and financial accounts for 2024/25. We have developed an agile, resilient organisation that continues to meet the needs of our community.

This report has been written at an interesting time for In Charley's Memory where we embark on an unexpected relocation of our service. We have had a successful year operationally and we have completed the first full year of our schools project with some excellent outcomes for the pupils involved.



BBC Make a Difference Award
Winners of the Morning Live Community Award
September 2024

Whilst the year presented financial challenges that required us to draw on some reserves, the decisive actions taken in Spring 2025 have already placed us in a significantly stronger position as we enter the final quarter of the 2025/26 financial year. We are proud of our organisation for pushing through a brief but difficult period with such perseverance and dedication to the clients we serve. We are looking forward to the year ahead where we can enjoy safeguarded longevity and work towards our longer-term strategic goals.

We are incredibly proud and thankful of the team at ICM, including all of our contracted staff, student counsellors, volunteers and - particularly at this time - all those supporters who have offered themselves as removal helpers, van drivers, cleaners, painters, decorators, and social media campaigners!

ICM really wouldn't be where it is today without the support of our loving community. In our tenth year of service, we are beyond excited to be back in the heart of Burnham-on-Sea and to create a Counselling and Mental Health & Wellbeing hub that will be a living, breathing space, open to, and ready to engage with, the community that put us where we are today.

Jack Millier
Chair of the Board of Trustees, In Charley's Memory

Structure, governance and management

Board Composition and Development
Our Board of Trustees brings together passionate, skilled, and experienced individuals from a rich diversity of backgrounds — including business, health, education, social care, and the voluntary sector. This breadth of expertise ensures that our charity benefits from a wide range of perspectives, strengthening both our governance and operations. As a result, our decision-making consistently reflects the highest standards of integrity, insight, and effectiveness.

This year, we welcomed new trustees who, alongside our long-standing board members, have begun shaping the future direction of our charity. Together, we are actively considering the skills and expertise needed to strengthen our governance and enhance the support we provide to the Chief Executive and senior leadership team. In 2025/26, this work will continue with a strong focus on strategic planning and a comprehensive governance review. These efforts will position us to move forward with confidence and demonstrate our commitment to innovation and forward-thinking leadership.

Founders' Board
Our relatively young charity owes its existence to the vision and dedication of its founders. ICM was born from the community, created by individuals determined to meet local needs — and that founding spirit remains central to our planning and decision-making.

As we continue to grow and evolve, we are committed to honouring the values that inspired our creation. In 2025/26, we will establish a Founders Board — distinct from the Board of Trustees — to serve in an advisory capacity. This group will help ensure that our charity remains true to its original purpose, vision, and values, safeguarding the integrity that defines us.

Trustee Terms of Office
Trustees are appointed for a three-year term, with the opportunity to stand for re-election if they wish to continue. This approach provides regular opportunities to refresh and strengthen the Board's composition, while preserving valuable continuity and institutional knowledge that re-energises the Board and supports effective governance.

Succession planning will be a key pillar of our new strategy and priorities going forward. By proactively identifying and welcoming trustees with fresh skills and experience, we will strengthen our governance and ensure the charity continues to grow, evolve, and succeed in delivering lasting impact

Governance Structure and Management Arrangements
The charity is governed by a constitution adopted in October 2022. The Board of Trustees holds ultimate responsibility for the administration and strategic oversight of the charity. While formally convening at least four times a year, the Board has met more frequently to ensure robust governance. Its core focus is to monitor performance against strategic objectives and to rigorously review financial and operational reports, ensuring best practice and full compliance across all areas of activity.

Day-to-day management of the charity is delegated to the Chief Executive Officer (CEO), who operates within parameters agreed by the Board of Trustees and in line with the protocols outlined in the charity's policies and procedures. The CEO is supported in line management supervision by a named trustee with whom regular meetings are held to ensure effective communication and oversight. As a mental health charity, these one-to-one meetings also provide a valuable space for positive and meaningful discussions around health and well-being. In addition, trustees with specific expertise — such as in HR or safeguarding — meet with the CEO on both a regular and ad hoc basis to offer mentoring and guidance.

This collaborative approach fosters strong working relationships, promotes a spirit of teamwork, and enhances the overall effectiveness of our leadership

Risk Management

Risk management is a core element of the charity's governance framework. Operational responsibility for maintaining the Risk Register sits with the CEO, with oversight provided by the Board of Trustees. The Risk Register is a live document that is regularly reviewed and updated to reflect emerging risks and new projects. This approach ensures that potential threats to service delivery, reputation, finance, or compliance are identified and managed promptly and effectively. The trustees are committed to fostering a proactive culture of risk awareness and embedding robust systems of internal control across all areas of the charity's work.

Governance Priorities for the Coming Year

As In Charley's Memory continues to grow, the trustees have identified several key governance priorities for the coming year to strengthen leadership, accountability, and organisational resilience:

- **Trustee Recruitment and Skills Development: i**dentify and recruit new trustees to address skills gaps highlighted in the recent Board skills audit.

- **Diversity, Equity, and Inclusion (DEI):** develop strategies to promote greater diversity within the Board and across all levels of the charity and ensure governance, policies, and activities are inclusive and representative of the communities we serve.

- **Strengthening the Founders' Board:** implement the new Founders' Board framework with clear terms of reference and reporting structure and schedule the inaugural annual meeting to provide guidance on strategy, innovation, and preserving the founding vision.

- **Enhanced Risk Management and Reporting:** review and update the Risk Register in line with new projects, strategic priorities, and emerging external risks. Introduce a regular reporting framework to monitor high-priority risks and ensure early mitigation.

- **Succession Planning:** continue to develop succession plans for key leadership positions, including the CEO and Chair, ensuring continuity and stability in governance.

Aims and Objectives of the board

The charity's principal objectives are:

- To provide accessible, affordable counselling and emotional support to individuals of all ages, with a particular focus on early intervention for children and young people.
- To raise awareness and understanding of mental health issues through educational outreach in schools, colleges, and workplaces, and through targeted social media campaigns, an active online presence, and engagement with public forums.
- To fundraise and campaign to sustain and expand our services, and to contribute to the wider national and international movement promoting mental health awareness and wellbeing.

Public Benefit Statement

In setting our objectives and planning our activities for the year, the trustees have had due regard to the Charity Commission's guidance on public benefit, including Public Benefit: Running a Charity (PB2).

Our work directly supports the advancement of mental health and emotional wellbeing. The services we provide are designed to ensure that individuals, particularly those who might otherwise face barriers to accessing support, receive the help they need in a timely and effective way. The trustees are satisfied that all of the charity's activities deliver clear and measurable public benefit.

Summary of Activities and Achievements

ICM's work continues to focus on the provision of accessible, affordable, and effective mental health support. Our primary focus remains children and young people (CYP) aged 11–25, although we also support adults over 25 who are in need of counselling. Income generated from adult counselling contributes directly to the sustainability of our core services for young people.

The charity does not operate within a fixed geographical boundary, enabling us to support CYP from a broad area, provided they can engage in regular weekly sessions. Our activities deliver significant benefit to individuals and the wider community by:

- Reducing the impact and stigma of poor mental health.
- Strengthening family and community cohesion.
- Decreasing anti-social behaviour.
- Promoting inclusion, resilience, and emotional literacy among young people.

To achieve our aims and objectives, the charity employs the following key strategies:

One-to-One Counselling: We offer unlimited, confidential counselling sessions at our offices in Highbridge. Each session is tailored to meet the individual's needs, fostering improved self-esteem, coping strategies, and emotional regulation.

School and College Engagement: Our school support programme delivers assemblies and workshops to local schools. These sessions focus on improving awareness of mental health, developing self-help techniques, and normalising discussions about emotional wellbeing—particularly during high-stress periods such as exam season.

Workplace Awareness Sessions: We provide mental health awareness training to local employers, including organisations such as EDF. These sessions support healthier workplace cultures and reduce stigma surrounding mental health issues.

Community and Online Engagement: Through our social media channels and online campaigns, we promote positive mental health messages, share practical advice, and signpost individuals to appropriate support.

Fundraising and Campaigning: We continue to develop fundraising initiatives and partnerships to maintain financial stability, expand services, and contribute to the wider dialogue on mental health at both national and international levels.

Impact and Outcomes

The trustees regularly monitor and evaluate the charity's work to ensure it delivers meaningful impact and aligns with our charitable objectives. Feedback from service users, partner organisations, and community stakeholders informs ongoing improvements to our provision. During the reporting period, we achieved the following:

Direct Support - Over 728 individuals received one-to-one counselling support. Of these, 77% were children or young people aged 11–25.

Education and Outreach - Mental health awareness assemblies and workshops were delivered to five schools and colleges, reaching approximately 1680 students.

Community Engagement - Our social media campaigns achieved a combined reach of over 750,000, significantly increasing local awareness of available support services.

Positive Outcomes - Post-counselling evaluations indicated that 95% of clients reported that their concerns had improved since working with their counsellor, the same percentage reported that the support they had received had led to positive changes in their life.

Partnership Development - We strengthened relationships with local education providers, health professionals, and community groups to ensure joined-up support for young people in need.

Looking Ahead

The trustees remain committed to expanding and strengthening our services in response to community need. Priorities for the coming year include:

- Developing a peer-support and mentoring initiative for young people.
- Enhancing data collection and evaluation systems to further evidence the impact of our work and place us at the forefront of regional mental health strategy.
- Continuing to seek sustainable funding opportunities to support service growth and long-term stability.

The trustees are confident that ICM's work continues to deliver substantial public benefit and will make a lasting difference to the mental health and wellbeing of individuals and communities in the years ahead.

Financial position and circumstances at the time of writing.

March 2025 - Restructuring to cut fixed costs
In the Autumn of 2024 it was identified that we were on track to make a loss on our accounts for the year and this was discussed in a board meeting with SLT.

It was decided that a price increase for some of the appointments we offered would be a suitable first step, alongside the other mitigations we had already put in place regarding cancellations and DNAs (Did Not Attend), which were working well. Additionally the trustees proposed the employment of a new Fundraising and Partnerships Manager in the spring to improve and diversify income streams.

The year 2023/24 had seen us close the financial year with a very small profit and as the 24/25 year was about to finish on a loss it became clear that maintaining our service and meeting the ever-growing demand was becoming unaffordable. It was agreed that changes to the staffing structure were going to be required in order to lower our fixed costs, if we were to continue into the next year financially stable. This decision was cemented by the announcement to increase National Insurance contributions that were coming into force in April 2025.

In March the Board of Trustees agreed a package of measures aimed at reducing fixed costs without significantly impacting our service-users and whilst maintaining the positive culture and focus on staff wellbeing. This package included the redundancy of one admin role and one counselling role, reducing the contracted hours of the SLT, Counsellors and Social Media Officer, and introducing a new 'hybrid' counselling model, blending PAYE and self employed work for the counselling team. This came into affect at the beginning of May.

Blended PAYE and self-employment roles
The blended employment means that all of our counsellors are now on six-hour contracts to provide services to clients on the financial hardship fund, new client assessments, and to clients paying the lowest rate of £15. They are then commissioned via a service agreement for hours after 3:30pm on a self employed basis. They are permitted to charge £25 per hour for weekly sessions and £45 per hour for fortnightly or monthly sessions. We charge a fee of 16% to cover the cost of the room hire, IT equipment, staff facilities and insurances.

Impact on staff
Unfortunately we had to lose two valued members of staff in this process and the increased work load of those on reduced contracts was keenly felt. The board were on hand to support those staff with additional supervision from mental health lead, Doug Plume and increased line management from Chair, Jack Millier.

Impact on clients
Due to the introduction of the blended model and the cutting of costs from our non clinical roles, we only had to reassign three clients to the waiting list, and overall there was little to no impact on our service users.

Impact on service
While there was little to no impact on clients and the service they received, there was an impact felt by staff working in other areas of the organisation, namely data collection, and the following up of payments for missed sessions. It meant that tasks that were normally performed by admin staff were now being performed by some members of the SLT. This has been mitigated by increased and more effective line management and allocation of tasks to ensure that workflow is healthy.

Impact on finances
The restructure came into effect from the 1st May, and from the six-months since then we have reduced our fixed costs by around £5.2k per month. This is having a positive impact on our cash flow and we expect to finish the year with a modest profit. In the longer-term these lower costs and increased focus on community and corporate fundraising will improve our sustainability.

September 2025 - served notice on our lease
On the 4th September 2025 we were served 90 days notice on our offices in Highbridge. The company that we sub-let our offices from unfortunately went into liquidation in the spring and, as a result, the parent company and owner of the building chose not to honour our original lease. Subsequent negotiations were unsuccessful and the board, with the support of the SLT, decided it was not in our interest to stay at the site due to the negative effect that having an insecure lease would have on our funding opportunities.

The team immediately contacted their network of partners and funders and we are in the fortunate position to have been offered a very exciting opportunity to take on a long-term lease at a site at the heart of Burnham-on-Sea. We have had a positive response from the community, and local fundraisers have raised £15,000 over the last five weeks towards the move. We are set to apply for a grant uplift to the Hinkley Point C Fund - our School Project funder - to help with the move; we have the support of Somerset Community Foundation who are confident we could get approximately £30k, and this would be decided in February. We also have interest from other funders such as the Clark's Foundation and Fairfield who we will be approaching in the coming weeks.

Potential new site
The unit we have been offered is on our local high street, is a family owned building which has been operated by the same family as a newsagents for 115 years. Like with our current offices, the site does need some work and modernisation to make it work as a counselling centre and community space. The site offers us a new and unique opportunity to offer many more community activities like drop ins and workshops which have previously been limited by our out-of-town, industrial location. We are looking forward to the development of ICM as part of this move and we feel this will ultimately be a very positive step forward for us as an organisation.

How we will manage the transition
It is our intention to safely carry out our counselling service online for a short period and then increase the face to face activity as we develop the space. Our staff and clients have been informed and are extremely supportive of our plans.

OUR HIGHLIGHTS

In March 2024, we were thrilled to step in and support a local youth club that was on the brink of closing. After an energising relaunch in July, we kept the momentum going by running summer holiday sessions, giving us the perfect chance to connect with the children in smaller, more personal groups. When September arrived and the new academic year began, we were absolutely blown away to receive 100 registrations through our website! Today, we're proud to welcome around 50 enthusiastic young people each week — and the buzz in the club just keeps growing!

In spring 2024, our wonderful receptionist Hazel suggested giving our outdoor area a much-needed makeover — and we're so glad she did! Thanks to a generous £5,000 grant from B&Q, we were able to transform the space into a vibrant, biodiverse garden that offers clients and parents a far more welcoming place to relax before and during sessions.
We were especially thrilled to partner with a talented local landscaper who not only worked magic on the space but also rallied support from other local businesses. The result is a beautifully revamped outdoor area that the whole community can enjoy!



One end of our outdoor space, with pond, flower bed and secluded seating area out of view.

In September 2024, we were absolutely thrilled to receive the BBC Make a Difference Award for our services to the community. What made this recognition even more special was discovering that the nomination came from the mother of two of our former clients — a heartfelt reminder of the real impact our work can have on families. Moments like this truly highlight what a privilege it is to play even a small role in improving someone's life.
Since then, we've had the amazing opportunity to return to Points West to share what winning this award means to us and to help promote — and even judge — the 2025 awards. It's been an inspiring journey, and we can't wait to see what comes next!





Top -Mike, Dawn and Jamie attending the BBC Radio Somerset studios.

Below - CEO Dawn Carey on BBC Points West

Community Fundraising

2024/25

We had a number of brave people take on various challenges for us over the course of the year.



James Bond bungee jump

A young man from Highbridge bungee jumped from the Verzasca dam in Switzerland. The dam was made famous from it's appearance in the 007 movie - hence the name of the jump!

321 miles from Wales to Highbridge!

Local mother and son and running enthusiasts took on a grueling ultramarathon in our benefit and ran 321 miles from Wales ending with the Highbridge Park Run. Our Trustee, Ben, was delighted to join the and run the last 5k with them.





Cheddar Gorge 10k

Student counsellor Kat Wing took on the Cheddar Gorge 10k run in our honour, she raised a grant total of £250 and we are delighted to have her as part of our team.

DASLS

Devon and Somerset Law Society welcomed us as their charity of the year and held many events over the year raising a total of £2500.





Community & Business

Local businesses Hay's Travel, Strode College and Griffin Toilet hire are among many that donated and raised money for us with a variety of events. (Pictured - Griff the Bear - Griffin toilet hire mascot)

2024/25 our operational goals were

1 Community

Embark on new projects that get us in touch with our community to provide alternative early intervention; to continue to work closely with the schools and stay involved in community networks such as the Connect Somerset and LCN networks.

What we have done - We introduced two new drop-in sessions with our Village Agent partners in Woolavington. We now run a drop-in for parents and a monthly peri-menopause and menopause peer support group. It is relatively early days for both groups but attendance is consistent and it has created localised peer support and signposting. The group takes place in a pocket of considerable deprivation with a lot of unmet needs in both parents and children. People who live there would not normally be able to access our service so taking the project to then has been well received.

2 Services

Introduce alternative services and provisions for those who don't need/engage with long term counselling.

What we have done - Our new three-session workbook has been a hit! Designed to guide young people toward stronger self-care and overall wellbeing, it's not only helping participants navigate each session but also creating a personalised takeaway toolkit. Clients leave empowered, with practical tools and key insights to continue their wellbeing journey long after the sessions end.

Our highly successful youth club continued to thrive, and this year we brought in exciting new partners to enrich the sessions. Young people enjoyed rugby tasters, hands-on cooking activities, and visits from the local PCSO — adding even more variety, fun, and learning opportunities to every session!

3 Income diversification

To develop other revenue streams and capitalise on our current income streams. Continue to drive towards our aim of being 50% self sustainable by 2026.

What we have done - We continue to support schools across the county with our dedicated school counsellors, making a real difference in students' lives every day. This generates a modest profit and provides counselling to those who cannot access our core service. While we haven't yet had the capacity to offer our CPD-accredited course to outside professionals, we're excited about the possibilities our new site will bring — opening the door for more training opportunities and broader impact in the near future!

4 Statutory Services

To generate good links with statutory services to try to position ourselves for commissioning opportunities.

What we have done - We continue to be a trusted partner of statutory services, and although our first commission application was not successful, our strengthened relationships have put us in a much stronger position. Our professional judgement is now highly respected, allowing us to confidently 'push back' on certain referrals when it's in the best interest of our clients, and advocate for them across other services.
We see this as a significant step forward — ensuring safe, coordinated, and effective care for our clients and the wider community, whether or not we receive financial commissioning. It's a testament to the trust and recognition we've built through our expertise and dedication.

4 School Project

Monitor and evaluate our schools project and the impact on our service.

What we have done - When we launched our schools programme, the impact on our core service was immediate — referrals surged as students, teachers, and parents became aware of the new support available. This initial increase gave us vital insight into the challenges young people were facing and allowed us to respond quickly and effectively, tailoring our services to meet their needs. Regular monitoring, feedback, and engagement with schools ensured that every referral was meaningful and that our interventions were making a real difference.

As the programme became embedded in the school environment, we saw a natural decline in referrals — not because the need disappeared, but because students and staff were now confident in identifying and accessing support themselves. This shift highlighted the programme's success in building resilience and empowering young people to take ownership of their wellbeing.

By continuously tracking outcomes and refining our approach, we've ensured that our core service complements the schools programme, sustaining long-term impact while evolving to meet the changing needs of the community.

Connections and learning

Somerset Leaders

We were honoured to be invited to join the Somerset Leaders Network, a prestigious platform where key decision-makers come together to shape the future of the county. This opportunity allows us to bring our first-hand experience and insights directly into discussions on policy and commissioning, ensuring that the voices of the communities we serve are heard. By contributing to these strategic conversations, we can help influence decisions that improve services, strengthen local partnerships, and create lasting positive impact across Somerset.

Financial Leadership

Spark recently offered a subsidised five-session course on Financial Leadership, which Jamie, our COO, had the opportunity to attend. The course proved incredibly valuable, equipping Jamie with practical skills and deeper knowledge in financial planning, budgeting, and strategic decision-making. Jamie has already begun applying these insights to real-world scenarios, boosting confidence and capability in managing finances effectively and making informed financial decisions for future growth.

Promise Works & The Space

Dawn has been collaborating closely with the CEOs of The Space and Promise Works to create a powerful, unified voice representing services for children and young people. This collective approach is strengthening advocacy, amplifying impact, and ensuring that the needs and perspectives of young people are heard and prioritised in decision-making at every level.

Spark

We've continued to build a strong partnership with the team at Spark and were thrilled to be chosen for an interview for their State of the Sector report. Their dedication to championing organisations like ours is helping raise our profile and strengthen our influence with statutory services — ensuring that the voice and impact of our work is recognised at every level.

Somerset Youth Alliance

We have had lots of support from Hannah and the team at the Youth Work Alliance while we were getting ready to relaunch and we look forwarding to continuing to develop our team and procedures in order to officially join the alliance.

UNJUMBLE TRAINING

We have partnered with local company Unjumble Training. Andy from unjumble has helped us create our first course and will be delivering it on site in the future.

“Thank you to In Charley’s Memory. All the staff and animals (Ivy the dog) make you feel like a human being. I don’t know Charley but I bet he would be extremely proud of what has been set up in his name.”

About the young people we have supported

In those aged 25 and under



Male 29%

Female 71%



14 years old

highest presenting age group in females, followed by 13. Remains unchanged from 2023.

14 years old

highest presenting age group in males followed by 15. Remains unchanged from 2023.

We are currently supporting young people who are on waiting lists for

CAMHS

SWEDA

SARSAS

71%

of service users are female

This is not unexpected. Unfortunately there is still stigma surrounding men and boys accessing support or help. The perception that this shows weakness is entrenched through generations. This is up from 66% in 2023.

Presenting issues

As always there is a wide range of presenting issues but some topics we are starting to see a rise in are

anger and disordered eating in females,

anger and body image in males

We have now been documenting presenting concerns for a full year and we were surprised that anger was presenting so frequently in females. More on page 21.

37%

require 12 sessions or more

25%

drop out having had 6 or fewer sessions.

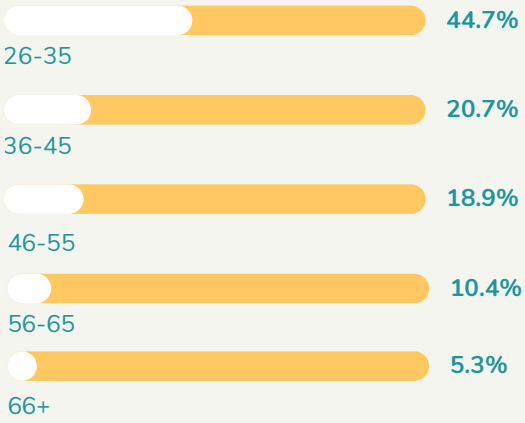
About the adults we have supported

In those aged 26 and over

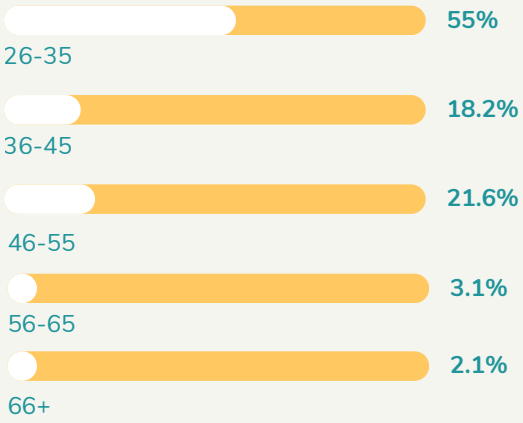
Male 37%

Female 63%

Men by age group



Women by age group



We are currently supporting adults who are on waiting lists for

NHS TALKING THERAPIES

SWEDA

SARSAS

Presenting issues

We continue to provide vital support to large numbers of adults, many of whom are parents, helping them navigate challenges such as historical trauma, relationship difficulties, and low mood. Remarkably, over 95% of the adults who come to us have already sought help from their GP, A&E, or other statutory services before being signposted to our support — highlighting the crucial role we play in bridging gaps in care.

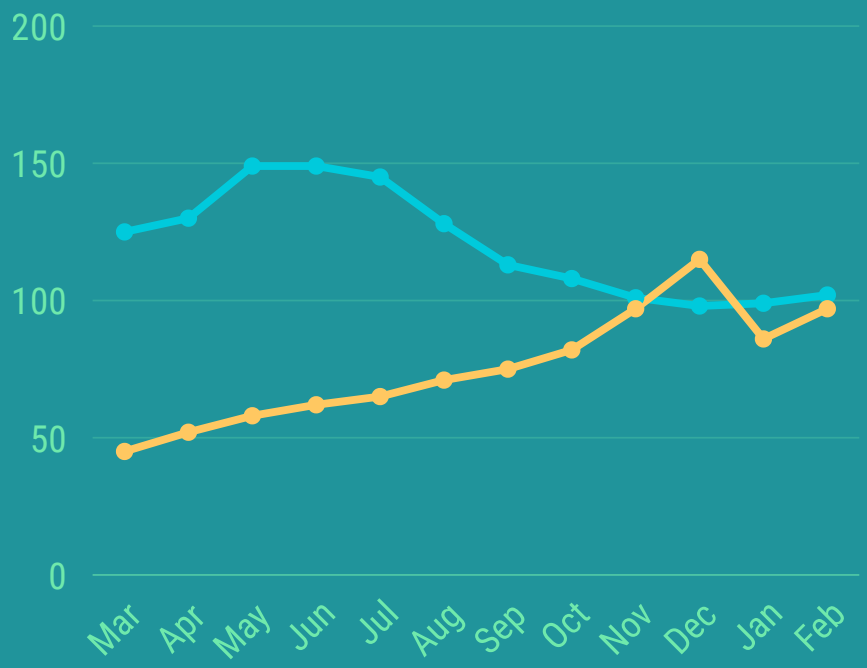
In 2024, we've seen a significant increase in referrals from adult-only services across the country, including North Somerset. Our strong collaboration with colleagues at Glanville House Adult Mental Health Services ensures smooth transitions, with detailed referral documents enabling seamless handovers and continuity of care. While some frontline staff mistakenly assume we are part of the NHS system, we remain proud to deliver substantial support to the wider system — all without any statutory funding — demonstrating the real impact and reach of our services in the community.

Unfortunately, the need for our service has continued to increase and over the summer our waiting list had 149 people waiting for support.

We have been able to keep the focus on younger clients with 124 out of 167 of our weekly clients being aged 25 or under.

WAITING LIST AND TIMES

Number of people on the waiting list in 2024/25 (blue) - the yellow line represents 2023/24 for comparison.



149

Peak number of clients on the waiting list

167

Clients aged 11-25 being seen per week.

79%

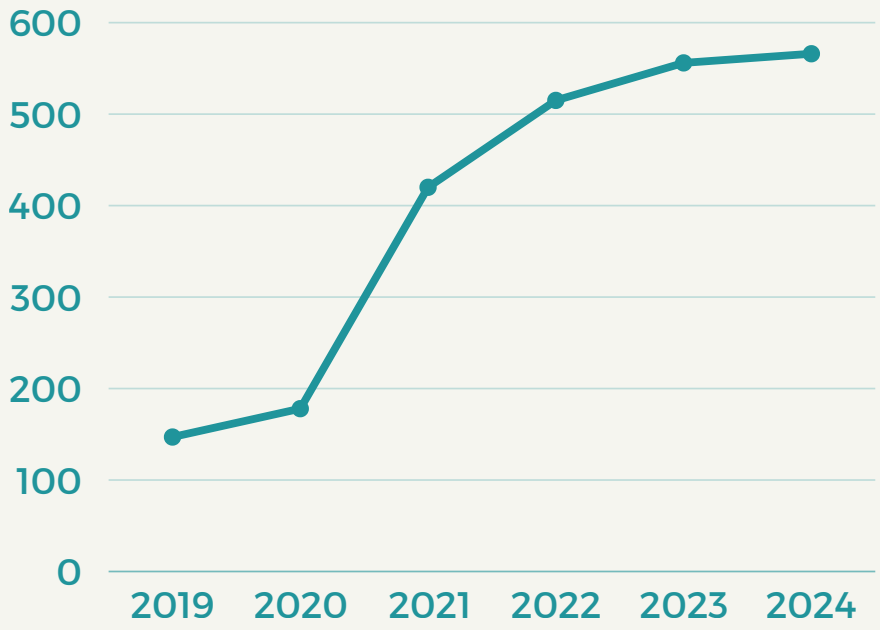
average client attendance for the year

The summer of 2024 was a real pinch point and waiting time for under 16s were up to five months at times. We are not sure what caused such a spike in referrals at that point but potentially our school project being operational at five schools has highlighted our service to more people that weren't aware of us before. 2023/24 shows how our waiting list increased sharply after we first started the school project in September 2023, and continued to climb for the entirety of the academic year. Once the project was embedded we saw a drop off as we were able to support children in school at an earlier stage and stop them requiring longer term support.

Our goals for attendance and waiting lists in 2024/25 were

- Waiting lists to be kept below 9 weeks in most cases - this has not been achievable due to the volume of referrals and their increasing complexity.
- Attendance rates to be consistently above 75% with the eventual aim being over 80% - attendance for the year was 79%.

SERVICE USERS
& WEEKLY CLIENTS



124

Peak number of clients per week in for counselling

13

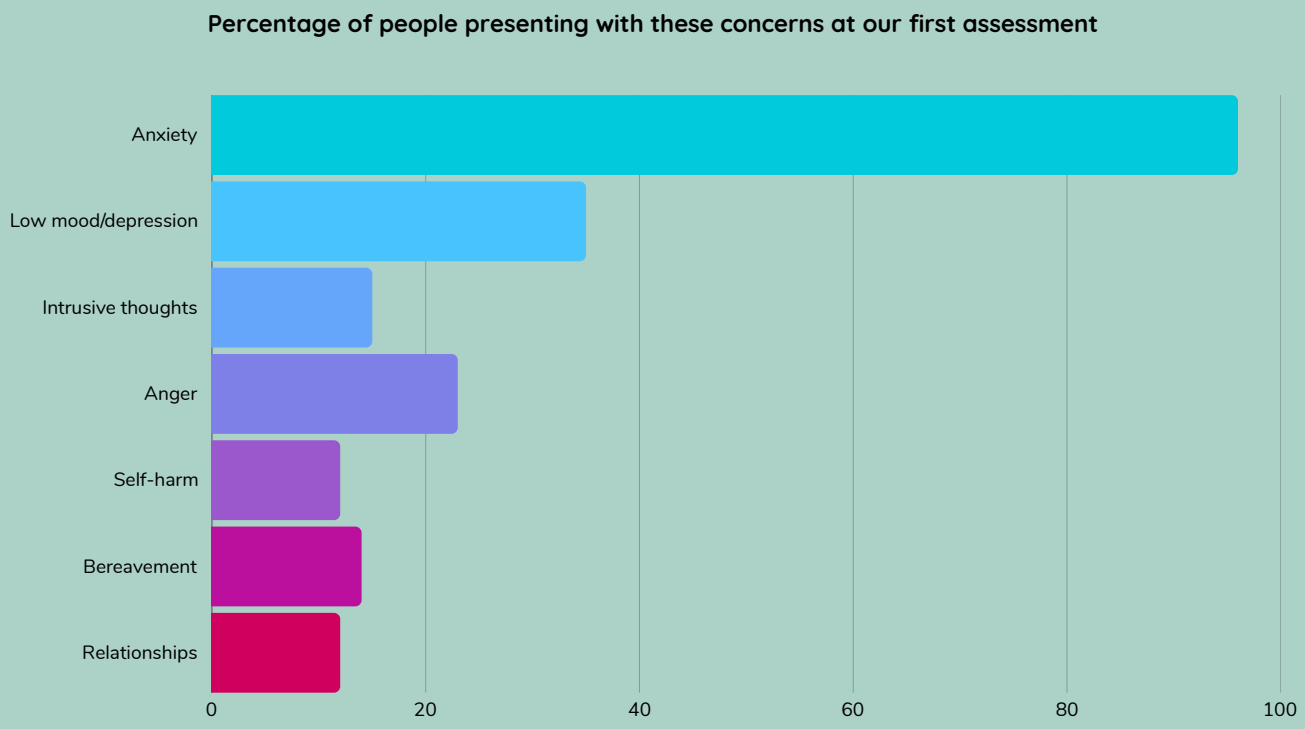
average amount of sessions attended

778

amount of unique service users 2024 (including school and youth club)

In 2024/25 ICM provided 7818 counselling appointments to children, young people and adults.

Presenting Concerns



Over the past year, we've been carefully tracking the presenting concerns of our clients, and the insights have been both revealing and inspiring. While anxiety remains the most common headline concern, the true depth of the issues often emerges once a trusting therapeutic relationship is built. In the privacy of the counselling room, clients are increasingly sharing profound challenges, including sexual and domestic abuse, addiction, and suicidal thoughts.

2024 has brought an unprecedented level of complexity in referrals, with a consistent stream coming from the statutory sector. Our coded list of 50 presenting issues reflects the full spectrum of challenges we support — all 50 were recorded at ICM in the last month alone, and 42 appeared in school sessions.

This data not only helps us respond with precision and care, but also underscores the vital role our services play in the lives of young people and the wider community.

Student Volunteers

Our student counsellors play a vital role in the success of the charity, bringing fresh perspectives, energy, and dedication to every session. They work closely with our experienced team, supporting children, young people, and adults across a wide range of issues, from anxiety and low mood to relationship difficulties and self-care challenges. Their contributions not only enhance the reach and quality of our services but also bring new ideas and approaches, helping us continually evolve and improve our core offerings.

We are proud to be recognised as a trusted and highly sought-after placement provider for counselling students. Universities value the depth of experience and learning opportunities we offer, and many students choose to join us because of the supportive and professional environment we provide. By hosting student counsellors, we create a dynamic learning space where theory meets practice, helping students gain confidence, build practical skills, and develop the professional competencies needed to succeed in their future careers.

Beyond benefiting the students themselves, our placement programme strengthens the charity and the wider community. Student counsellors bring enthusiasm and commitment, which allows us to extend our services and reach more clients, while also acting as ambassadors for mental health and wellbeing in schools and community settings. Their involvement reinforces our reputation as a centre of excellence for learning and development, highlighting our dual role as both a provider of essential services and a hub for professional growth in the field of counselling.

In 2024/25 ICM provided placements to **56 students** who came to us from **6** different education providers.

What our clients are saying

"I would like to thank Dan for his professionalism, empathy, guidance, calmness, direction and being there to listen. He is a very special professional and I can totally say without a doubt has changed my outlook on life and my views on my past. My life will be a lot more enlightened and a lot longer due to him. Also thank you to In Charley's Memory. All the staff and animals make you feel like a human being. I don't know Charley but I bet he would be extremely proud of what has been set up in his name."

"I was able to say how i felt without being judged, bein listened to and counselling helped me find and resolve the problems I was having."

"I found it so helpful to have a space where I felt safe to speak my mind and not receive any negative backlash was really helpful with my progression. I knew what I wanted form my journey and Kayleigh provided me with all the resources I needed to et me further"

"I liked having a safe space to talk and someone to listen to me, challenge my thoughts and feelings. This has been a great help thank you."

"Being able to talk and how my counsellor helped me. He talked things through with me and not giving up on me. He gave me coping methods that i will use for a long, long time."

"I was able to express myself and given tools to help me grow."

"My counsellor never judged me and it was a safe space to talk to someone I haven't talked to before."

I was helped to work though my issues and was encouraged to find methods to support myself outside of counselling and it helped me to develop and more open minded perspective."

Findings from this year's end of service surveys

Helpful

- Non - judgemental approach
- Helpful techniques for the future
- Felt safe and treated well by all staff

Could be improved

- More exciting and unique counselling rooms
- Options for appointments (times)
- Time on the waiting list

Case Study

When I first met Client B, I could see just how much they were struggling. School attendance was hovering around 50–60%, they were experimenting with drugs, and their previous experience with counselling had left them deeply mistrustful. On top of that, tension with their parents over friendships and personal choices made life feel even more overwhelming for them.

Our early sessions were all about trust — creating a space where Client B felt safe, respected, and heard. We took it slow, exploring personal boundaries and the importance of self-care, celebrating even the smallest wins along the way. I watched as they began to recognise their own needs, assert boundaries with family, and take tiny steps toward self-confidence.

Once that trust was in place, we started setting concrete goals using a Solution-Focused approach, particularly around improving school attendance. And the change I've seen has been remarkable. Over 12 sessions, Client B has achieved full attendance some weeks, dramatically reduced their risky behaviours, and embraced self-care routines, from keeping clean to tidying their room.

What's been truly inspiring is seeing their confidence grow beyond these basics. They now communicate more openly with their family, use journaling to process emotions and conflicts, and throw themselves into extracurricular activities — particularly the school production, which they now speak about with genuine pride and excitement. Most importantly, they've begun to recognise the value of their education and feel empowered to prioritise attendance, even when mental health challenges arise.

It's been a privilege to witness Client B's journey — from mistrust and avoidance to self-efficacy and engagement. I know there's still work ahead, and I'll continue supporting them as they fully settle back into education, but the progress they've made so far is nothing short of inspiring.

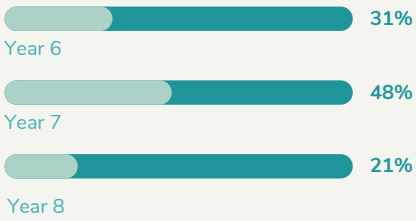
ICM Counsellor January 2025.

Community and outreach work

THE ZONE YOUTH CLUB

In March 2024, local youth club The Zone announced it was having to close it's doors due to a lack of volunteers for it's committee. We decided to attend their closing party to see if there was anything we could do to help keep it running, the team told us that funding, attendance and volunteers for the club weren't the problem, but volunteers to do the governance, treasury and payroll. We decided that ICM could take on the club as a project and we relaunched ICM The Zone in July 2024.

Attendance by school year



44-56

Regular weekly attendees



Launch party - July 2024

Transition support and safe spaces

The idea behind the youth club is to help ease the transition between primary and secondary education, provide a safe place for children to socialise afterschool and provide children access to mental wellbeing support if needed. We know from our parents survey in late 2023 that many children were struggling with the move into year 7 and we hope that the opportunity to make friends in the year above and see a few friendly faces at their new school may help.

4

Schools with pupils attending weekly, three feeder primary schools and the main secondary school.

The staff

We are delighted to welcome our first former service user onto the payroll. Kate is a 19 year old who previously had counselling to cope with anxiety caused by her ASD. Kate started at the youth club as a volunteer and made such an impact that we offered her a paid role. She is managed by two of our trained counsellors who both have experience in youth leadership. We also have a local football coach who comes to help out a couple of times per month.

Training

Our staff have all completed the Introduction to Youth Work provided by Gloucestershire Playscheme and Spark. Kate will be embarking on further training with them when it is available.

All volunteers have done mandatory safeguarding training, had enhanced DBS checks and first aid training before attending a session

SCHOOL SUPPORT PACKAGE

First year report

Our school support programme is now into it's second year and we are operating in six schools across Somerset. We are delighted with the engagement from schools and we are proud to be a valued support pathway for them.

Student drop-in



513

interventions

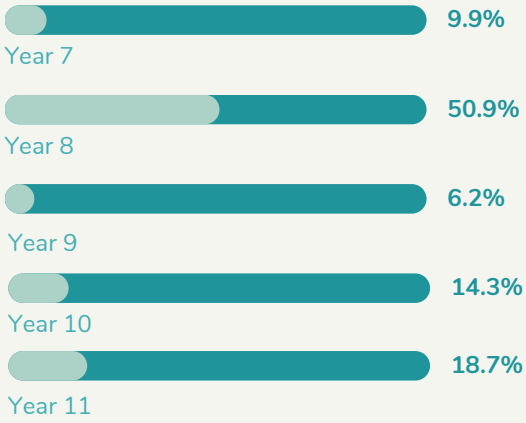
Jan - Dec 2024

Signposted

72

students to external services

Engagement by year group (The drop in)



78%

of attendees are female

This is not unexpected. Unfortunately there is still stigma surrounding men and boys accessing support or help. The perception that this shows weakness is entrenched through generations. Although this has improved since we started in 2023.

Impact on our core provision

When we launched our schools programme, the impact on our core service was immediate, referrals surged as students, teachers, and parents became aware of the new support available. This initial increase gave us vital insight into the challenges young people were facing and allowed us to respond quickly and effectively, tailoring our services to meet their needs. Regular monitoring, feedback, and engagement with schools ensured that every referral was meaningful and that our interventions were making a real difference.

Solution focused sessions



684 SESSIONS

2024

Engagement (attending all three sessions)



Presenting issues

Issues presenting are varied and as we offer a more flexible and timely approach than the Mental Health Support Team this is likely to remain the case. Mainly the overarching issues is difficulty coping with the school environment due to above normal levels of anxiety.

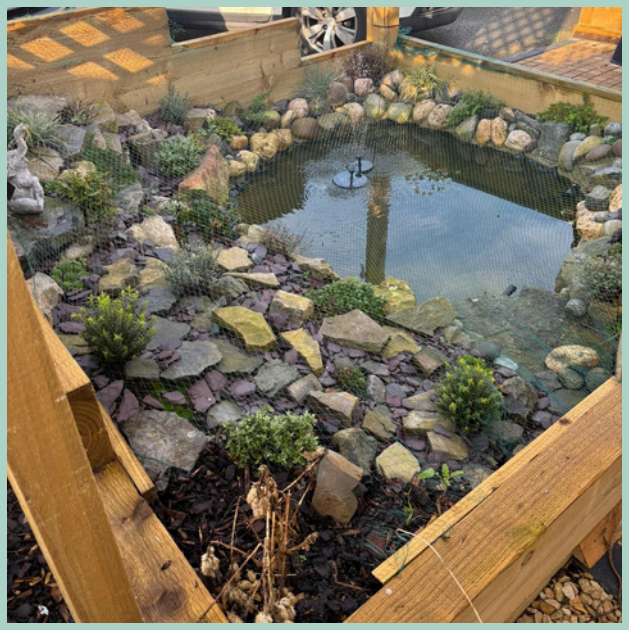
ICM Wellbeing Garden

Work on our wellbeing garden was completed in September 2024 and we are looking forward to our first spring and summer with use of the new space. The space is for clients, parents and staff to sit in a natural sanctuary on an otherwise very industrial site! We have a small private reflection corner, a pond, large flower bed and two smaller flower beds, a social space with a chalkboard for young children to stay entertained while they wait.

We have been delighted to welcome many small birds to the area for the first time, and the feeders and fat balls are constantly requiring a top up. We have four resident goldfish (who we have recently learned are pregnant!) and four water snails.

The work was completed with the amazing generosity of Clover Landscapes Limited and the support of local businesses, CRS and Proper Job. The beautiful sundial was a gift from the grandparents of a client and the birdbox was kindly engraved for us by a friend of the team. We look forward to our clients and their families using the space and we will be hosting our first mini gardeners session with some of our clients to weed and plant up new flowers in the Easter holidays.









Outcomes and learning

Clients needs are becoming increasingly complex

The complexity of client presentations has increased year on year, but 2024 saw some of our most difficult presentations to date. Based on referrals and conversations with partners within the health sector in Somerset, we think this is for two reasons -

- Statutory services know our work as high quality and accessible and routinely refer into us as a valued service.
- The strain is such on crisis services that they are their thresholds for support are getting higher and higher. Clients we would expect to be picked up by NHS mental health services are now not meeting their threshold for support.

Funding

The funding landscape seems to have made a shift towards projects that encourage children and young people to engage with education, employment or training. The number of children and young people who are NEET (Not in Education, Employment or Training) in Somerset is higher than average. We feel well placed to continue to provide support for this cohort and are actively seeking funding for this specific reason.

Statutory services

Statutory services know who we are and use us a referral pathway. Unfortunately this has heaped pressure on our service and are in constant dialogue with Spark about how we can move forward and cope with the demand and continue to support our NHS partners.

38% referrals come from statutory services

90% people have seen a GP about their mental health first

We need to expand our offer to be more accessible

We will be exploring options to offer fortnightly and monthly counselling in order to be accessible to those who cannot commit the time or feel the need for a weekly intervention. We expect clients to move onto this as a step down in some cases.

Goals and plans for **2025/26**

Post therapy check-ins
We have recently introduced a process for capturing data after people leave the service. These quarterly surveys will enable us to understand how the counselling has impacted them in the short to medium term and help us with our longer-term strategic planning.

Training programmes
Our Child Safeguarding & Exploitation Course is now accredited, which is the first in a set of ICM accredited courses that we will aim to provide to staff of other organisations and individuals.

We are now looking to develop a longer course on counselling children and young people, this will provide an income but also up-skill counsellors to meet the increasing need for counsellors who feel skilled enough to work with children.

Fundraising
We are about to employ our first dedicated Fundraising and Partnerships Manager to capitalise on this formerly untapped resource. We are fortunate to have ad-hoc support from our community but we need to increase this revenue stream as competition for grants continues to be extremely fierce.

Alternative counselling
We want to offer single-session, fortnightly, and monthly counselling. This may be used as a step down process for clients who want a more phased ending, more of a lifestyle counselling service for those who feel the benefit of single session or a monthly check in. It would also open up our service to shift workers which have previously struggled to access support due to the weekly commitment.

Community drop in's with the Village Agents
We are hoping to roll out a number of community drop-in's around the county by collaborating with other organisations. We have linked up with our local Village Agent and we are joining a set up to provide a drop in service at a weekly community cafe in Woolavington.

ICM The Zone
We are excited to continue to develop our youth work arm and we hope to be able to learn from our first year running The Zone and see what other offers we can put out for young people in our community.

Youth voice 2025

The Ambassador Programme has been an inspiring journey of youth-led creativity and impact at ICM. Thanks to match funding from The Listening Fund and guidance from Collective Discovery, Jamie has been able to learn directly from education and peer support sessions, exploring the best ways to involve young people in shaping our services. Even though the funding officially ended in February 2025, the lessons and insights we've gained have been invaluable.

Our youth forum has been at the heart of this work. In spring 2024, they helped redesign our website, offering feedback on wording, colours, and content that truly reflects their perspective. Their involvement extended beyond advice: one young person joined us for Year 12 work experience, and another volunteered at The Zone Youth Club over the summer, actively contributing to our activities and sessions.

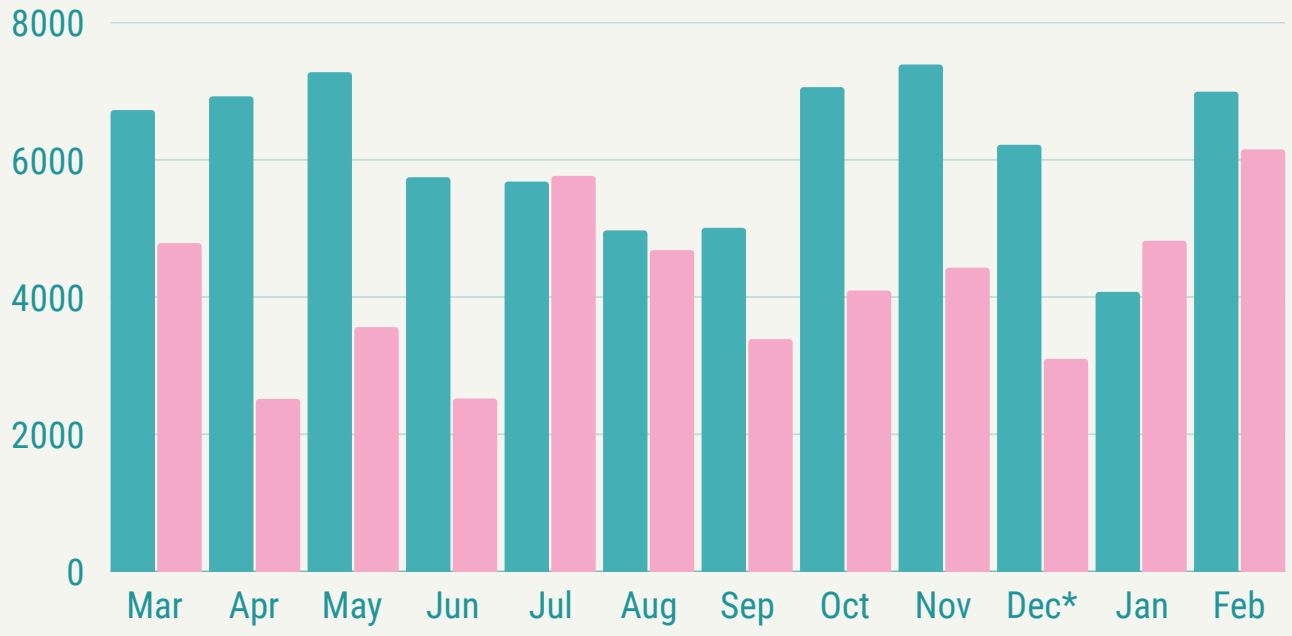
Some ambassadors have now moved on to university, but we're excited to continue building the programme by recruiting new members through our survey project. Drawing on our youth forum learning, we'll soon pilot short, incentivised surveys — starting in April at a local high school Wellbeing Day — to hear directly from Year Nine students about the support they want throughout adolescence. These surveys will be complemented by live conversations, giving students a real opportunity to shape our services.

We've also digitised client feedback, making it easier to spot trends and respond to young people's suggestions — from improving room aesthetics to enhancing our outdoor spaces. Speaking of which, our new outdoor area will soon be open to clients and parents before and after appointments. Young people will be able to contribute creatively too, painting stones for the pond and rockery, leaving a personal mark on the space and helping to make it a vibrant, welcoming environment.

Through the Ambassador Programme, we've seen firsthand the power of listening, collaboration, and youth empowerment. From shaping websites to designing surveys, volunteering, and creative contributions, young people are not just participants — they are active partners in shaping the present and future of ICM.

SELF GENERATED INCOME

Client payments per month and compared to 2023/24



2023/24 2024/25 *We closed the office between Christmas and New Year in 2024

£4151

average monthly income from client contribution in 2023/24

£6380

average monthly income from client contributions in 2024/25

£10550

income generated so far from school counsellors

Client fees

Client fees raised £76564, an increase of £26752 on the previous year. Prices for sessions were priced at £15 for a daytime session and £25 for sessions for over 18s as part of our evening provision. In late 2024 we increased the prices of our after school session to £25 and our evening appointments to £30 meaning we now offer four price points - Under £15 or free, £15, £25 and £30. We continue to offer places at further reduced rates or free as part of our Financial Hardship Fund. The fund allows blocks of 12 sessions at a reduced or no cost, after which they will be returned to the waiting list to wait for another 12 sessions (if they feel this is needed.) Cases that continue past 12 weeks without a break are assessed as a team on a case by case basis.

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Registered Charity No 1160805

Report of the Trustees and Unaudited Financial Statements For the year ended 28th February 2025 for In Charley's Memory

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Financial review

Finance 2024-25

Total income for the period was £291,974 (2023-24: £299,118), and expenditure £333,870 (2023-24: £293,915). From this the loss for the period was £41,896 (2023-24 surplus of: £5,203).

Reserves policy

The Trustees have set a reserves policy which requires sufficient reserves to be retained equivalent to at least three months forward expenditure. The total reserves held at 28th February 2025 were £71,283 (2022-23: £113,179). Average monthly expenditure was £27,823 so the total reserves were equivalent to slightly less than 3 months expenditure.

Going concern

As stated above reserves at 28th February 2025 were £71,283. The Trustees consider this level of reserves, together with the additional grant income confirmed in 2025 to be sufficient to meet the cost of delivering the charitable objectives for the next twelve months and that the Charity is therefore a going concern.

Donations and grants

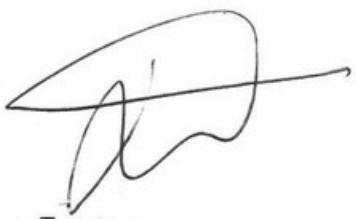
The Charity has received various grants and donations during the year. The Trustees would like to put on record their thanks to the grant givers and donors, many of whom prefer to remain anonymous. However we are particularly grateful The National Lottery Reaching Communities Fund, Hinkley Point C Community Fund and Somerset Community Foundation for their financial assistance.

Post balance sheet event

During summer 2025 In Charley's Memory were given notice by their landlords to quit their premises. This notice came into effect on 4th December 2025. ICM had previously received a capital grant to adapt these premises for their use which, in accordance with their accounting policies, was recognised as Leasehold Improvement and was being depreciated over the original length of lease. Because ICM are having to vacate the premises early the depreciation period needs to be reduced to reflect the earlier date. Although Notice to Quit was issued after the end of the 2024-25 financial year these events are significant and so are reflected in these accounts. The effect of this is a fixed asset impairment charge of £6,762.

Approval

Approved by order of the Trustees on 9th December 2025



Trustee



Trustee

Independent Examiner's Report to the Trustees of In Charley's Memory

Independent Examiner's Report to the Trustees of In Charley's Memory

I report to the charity trustees on my examination of the accounts of In Charley's Memory (the Charity) for the year ended 28th February 2025.

Responsibilities and basis of report

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

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

Independent examiner's statement

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

1. accounting records were not kept in respect of the Charity as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 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.

I confirm that there are no other matters to which attention should be drawn to enable a proper understanding of the accounts to be reached.

Tracey Cheetham
ACMA
9th December 2025

Financial Statements and Notes to the Accounts

Statement of Financial Activities for the year ended 28th February 2025

	Notes	Unrestricted funds £	Restricted funds £	Total 2024-25 £	Total 2023-24 £
Incoming resources					
Income and endowments from:					
Donations and legacies	3	88,304	103,708	192,012	238,812
Charitable activities	3	99,962	-	99,962	60,306
Other trading activities		-	-	-	-
Investments		-	-	-	-
Separate material item of income		-	-	-	-
Other		-	-	-	-
Total		**188,266**	**103,708**	**291,974**	**299,118**
Resources expended					
Expenditure on:					
Raising funds	4	3,672	49	3,721	1,027
Charitable activities	4	205,807	106,148	311,955	281,232
Separate material item of expense	4	-	-	-	-
Other	4	16,494	1,700	18,194	11,656
Total		**225,973**	**107,897**	**333,870**	**293,915**
Net income/(expenditure) before investment gains/(losses)		(37,707)	(4,189)	(41,896)	5,203
Net gains/(losses) on investments		-	-	-	-
Net income/(expenditure)		(37,707)	(4,189)	(41,896)	5,203
Net movement in funds		**(37,707)**	**(4,189)**	**(41,896)**	**5,203**
Reconciliation of funds:					
Total funds brought forward		50,373	62,806	113,179	107,976
Total funds carried forward		**12,667**	**58,616**	**71,283**	**113,179**

Balance Sheet at 28th February 2025

	Notes	Unrestricted funds	Restricted funds	Total 2024-25	Total 2023-24
Fixed assets		£	£	£	£
Intangible assets		-	-	-	-
Tangible assets	6	9,609	-	9,609	25,784
Total fixed assets		9,609	-	9,609	25,784
Current assets					
Debtors	7	1,000	1,125	2,125	-
Cash at bank and in hand	8	8,301	59,263	67,563	93,047
Total current assets		9,301	60,388	69,688	93,047
Creditors					
Amounts falling due within one year	9	6,242	1,772	8,014	5,651
Net current assets/(liabilities)		**3,059**	**58,616**	**61,674**	**87,396**
Total assets less current liabilities		**12,667**	**58,616**	**71,283**	**113,179**
Total net assets or liabilities		**12,667**	**58,616**	**71,283**	**113,179**
Funds of the Charity					
Restricted income funds	10	-	**58,616**	**58,616**	**62,806**
Unrestricted funds	10	**12,667**	-	**12,667**	**50,373**
Total funds		**12,667**	**58,616**	**71,283**	**113,179**

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

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the Statement of Recommended Practice (FRS 102) for Charities.

These financial statements were approved by the Board of Trustees and authorised for issue on 9th December 2025 and were signed on its behalf by:

Trustee

9/12/2025

Trustee

9/12/25.

Notes to the Financial Statements for
the year ended 28th February 2025

1. Legal Form

1.1 In Charley's Memory is a registered Charity.

2. Accounting Policies

2.1 Basis of preparing the financial statements.

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

In Charley's Memory meets the definition of a public benefit entity under FRS 102.

The accounts present a true and fair view and the accounting policies adopted are those outlined in note 2.

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

2.2 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. It is the opinion of the Trustees that the level of reserves, expected levels of income and expenditure and plans in place means that it remains appropriate to use the going concern basis.

2.3 Income

All income is recognised once the Charity 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.

Income tax recoverable in relation to donations received under gift aid or deeds of covenant is recognised at the time of the donation.

Fees receivable and charges for service are recognised in the period in which the service has been provided.

Legacies are included in the SOFA when receipt is probable, that is, when there has been grant of probate, the executors have established that there are sufficient assets in the estate and any conditions attached to the legacy are either within the control of the charity or have been met.

2.4 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 is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on an assessment of the time spent, and depreciation charges allocated on the portion of the asset's use.

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

All expenditure is inclusive of irrecoverable VAT.

2.5 Tangible fixed assets and depreciation

Tangible fixed assets costing £500 or more are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably.

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition are included in the measurement of cost.

Depreciation is charged to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives. Depreciation is charged from the month after acquisition.

Depreciation is provided on the following basis:

Leasehold buildings	Straight line over 10 years (10% on cost less residual value) or to expiry date of lease if shorter
Fixtures and fittings	Straight line over 5 years (20% on cost less residual value)
Computer equipment	Straight line over 3 years (33% on cost less residual value)

2.6 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.

2.7 Cash at bank and in hand

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

2.8 Liabilities and provisions

Liabilities are recognised when there is an obligation at the balance sheet date because 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 Charity 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. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the statement of financial activities as a finance cost.

2.9 Financial instruments

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

2.10 Finance leases and hire purchase

Assets obtained under hire purchase contracts and finance leases are capitalised as tangible fixed assets. Assets acquired by finance lease are depreciated over the shorter of the lease term and their useful lives. Assets acquired by hire purchase are depreciated over their useful lives. Finance leases are those where substantially all of the benefits and risks of ownership are assumed by the Charity. Obligations under such agreements are included in creditors, net of the finance charge allocated to future periods. The finance element of the rental payment is charged to the Statement of Financial Activities so as to produce a constant periodic rate of charge on the net obligation outstanding in each period.

2.11 Operating leases

Rentals paid under operating leases are charged to the statement of financial activities on a straight line basis over the lease term.

2.12 Fund accounting

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

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

Note 3 Analysis of income

		2024-25			2023-24
	Analysis	Unrestricted funds	Restricted funds	Total funds £	Total funds £
Donations and legacies	Donations and gifts	14,377	-	14,377	20,244
	Grants	73,927	103,708	177,635	218,568
	Other	-	-	-	-
	Total	**88,304**	**103,708**	**192,012**	**238,812**
Charitable activities	Fundraising	11,402	-	11,402	6,453
	Client contributions	76,564	-	76,564	49,819
	Other	11,996	-	11,996	4,034
	Total	**99,962**	**-**	**99,962**	**60,306**
Total Income		**188,266**	**103,708**	**291,974**	**299,118**

Note 4 Analysis of expenditure

Analysis	2024-25 Unrestricted funds	2024-25 Restricted funds	2024-25 Total funds	2023-24 Total funds
Expenditure on raising funds:	£	£	£	£
Fundraising expenses	3,672	49	3,721	1,027
Total expenditure on raising funds	**3,672**	**49**	**3,721**	**1,027**
Expenditure on charitable activities:				
Delivery of counselling and wellbeing support to young people	205,807	106,148	311,955	281,232
	-	-	-	-
Total expenditure on charitable activities	**205,807**	**106,148**	**311,955**	**281,232**
Other				
Accounts Inspection	-	1,700	1,700	2,030
Depreciation and impairment	16,494	-	16,494	9,626
Total other expenditure	**16,494**	**1,700**	**18,194**	**11,656**
Total Expenditure	**225,973**	**107,897**	**333,870**	**293,915**

Note 4.1

Fees for preparation and examination of the accounts

	2024-25 £	2023-24 £
Independent examiner's fees	1,700	2,030
Other fees (for example: financial advice, consultancy, training)	-	-

Note 5 Paid employees

5.1 Staff Costs

	2024-25 £	2023-24 £
Salaries and wages	242,645	215,483
Social security costs	9,694	8,209
Pension costs	4,034	3,166
Other employee benefits	-	-
Total staff costs	**256,374**	**226,857**

5.2 Average head count in the year

		2024-25 Number	2023-24 Number
The parts of the charity in which the employees work	Fundraising	1	1
	Charitable Activities	16	9
	Governance	-	-
	Other	4	4
	Total	**21**	**14**

Note 6 Tangible fixed assets

6.1 Cost or valuation

	Leasehold Improvements £	Computer Equipment £	Fixtures, fittings and equipment £	Total £
At 01 March 2024	33,808	2,614	3,990	40,412
Additions	-	319	0	319
Disposals	-	-	-	-
At 28 February 2025	**33,808**	**2,933**	**3,990**	**40,731**
6.2 Depreciation and impairments				
At 01 March 2024	12,171	1,428	1,029	14,628
Disposals	-	-	-	-
Depreciation	8,114	977	641	9,732
Impairment	6,762	-	-	6,762
At 28 February 2025	**27,047**	**2,405**	**1,670**	**31,122**
6.3 Net book value				
At 01 March 2024	21,637	1,185	2,961	25,784
At 28 February 2025	**6,761**	**528**	**2,320**	**9,609**

Note 7 Analysis of debtors

	2024-25 £	2023-24 £
Trade debtors	-	-
Prepayments and accrued income	2,125	-
Other debtors	-	-
Total	2,125	-

Note 8 Cash at bank and in hand

	2024-25 £	2023-24 £
Short term cash investments (less than 3 months maturity date)	-	-
Short term deposits	-	-
Cash at bank and on hand	67,563	93,047
Other	-	-
Total	67,563	93,047

Note 9 Analysis of creditors

	Amounts falling due within one year		Amounts falling due after more than one year	
	2024-25 £	2023-24 £	2024-25 £	2023-24 £
Trade creditors	1,491	-	-	-
Accruals and deferred income	1,700	1,700	-	-
Taxation and social security	3,641	2,155	-	-
Other creditors	1,182	1,796	-	-
Total	8,014	5,651	-	-

Note 10 Charity funds

10.1 Details of material funds held and movements during 2024-25

** Key: PE - permanent endowment funds; EE - expendible endowment funds; R - restricted income funds, including special trusts, of the charity; and UR - unrestricted funds*

Fund names	Type PE, EE R or UR *	Purpose and Restrictions	Fund balances brought forward £	Income £	Expenditure £	Fund balances carried forward £
National Lottery Community Fund	R	The development of ICM to provide counselling to young people aged 11-25	(1,769)	65,000	(63,231)	-
Open Mental Health - Evening	R	To provide support in evenings (over 18s)	10,000	-	(10,000)	-
Awards for All - Sensory Room	R	Sensory Room development	16,991	-	(270)	16,721
Hinkley PC	R	Counselling support	37,584	37,583	(34,397)	40,770
Tesco Groundwork	R	Youth Club support	-	1,125	-	1,125
Other funds	UR		50,373	188,267	(225,973)	12,667
		Total Funds	113,179	291,975	(333,871)	71,283

Note 10 Charity funds (cont)

10.2 Details of material funds held and movements during 2023-24

** Key: PE - permanent endowment funds; EE - expendible endowment funds; R - restricted income funds, including special trusts, of the charity; and UR - unrestricted funds*

Fund names	Type PE, EE R or UR *	Purpose and Restrictions	Fund balances brought forward £	Income £	Expenditure £	Fund balances carried forward £
National Lottery Community Fund	R	The development of ICM to provide counselling to young people aged 11-25	(46,681)	100,250	(55,338)	(1,769)
Open Mental Health - Evening	R	To provide support in evenings (over 18s)	10,000	-	-	10,000
Awards for All - Sensory Room	R	Sensory Room development	-	16,991	-	16,991
Hinkley PC	R	Counselling support	-	37,584	-	37,584
			-	-	-	-
Other funds	**UR**		144,657	144,293	(238,577)	50,373
		Total Funds	**107,976**	**299,118**	**(293,915)**	**113,179**

Note 10 Transactions with trustees and related parties

Note 10.1 One trustee was reimbursed £146.10 (2023-24 1 at £286.00) for travel expenses incurred on behalf of the Charity. Other than this the Charity has no transactions with related parties.

Note 10.2 None of the trustees have been paid any remuneration or received any other benefits from an employment with the charity or a related entity.

IN CHARLEY'S MEMORY

England & Wales - Charity number 1160805

Accounts

In Charley's Memory

Making Mental Health Matter

Trustee's Report 2023/24



The ICM team

Dawn Carey
Chief Executive

Jamie Scanlon
Chief Operating Officer

Mike Tapper
Lead Counsellor

Stephen Hooper
Grants Manager

Connie Whale
Data Administrator

Jenna Meyrick
Administrator

Hazel Cattermole
Administrator

Counselling Team
Lucy Hobbs
Sophie Blackshaw
Joseph Tucker
Michelle King
Sarah Hill
Mark Woodberry
Devon Gray

School Project Team
Manou Hicks
Judah Thomas
Molly Tonks
Jasmine Clarke-Skillicorn

Our Trustees

Martyn Ellis
Chair

Jack Millier
Vice Chair

Rob Fountain

Jo Reeves
Founder

Pauline West

Roger West

Tessa Munt

Ben Shillaker

Doug Plume

WELCOME

Welcome to our Trustees' annual report and financial accounts for 2023/24. We have developed an agile, resilient organisation that continues to meet the needs of our community.

This year has seen the launch of our most ambitious community project to date, with a weekly programme of support taking place in five secondary schools across the county. With the support of the Hinkley Point C Community Fund and Avon and Somerset Police Crime Prevention we were able to launch in September 2023.

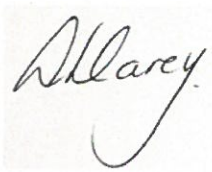


COMMUNITY FUND

A word from our CEO

This past year has been incredibly special for In Charley's Memory (ICM). Winning the Somerset Business Award was completely unexpected but deeply meaningful. We always strive to be the best we can be, and receiving such recognition validated the hard work of every team member.

Another highlight has been the launch of our school's project—a project I am passionate about which is designed to reconnect us with the heart of our communities. Early intervention for young people is essential in preventing more serious mental health challenges. We understand that traditional counselling may not suit every young person, so being able to offer alternative support has allowed us to reach more individuals. The positive response from schools has already shown encouraging results, including children reengaging with their education.



Dawn Carey
CEO, In Charley's Memory

OUR HIGHLIGHTS

In March 2023 we received the wonderful news that we had been awarded the Somerset Business Awards Charity of the Year award.

The Somerset Community Foundation continues to support our projects and in August 2023 we were awarded a large grant on behalf of the Hinkley Point Community Fund to re-establish our schools project on a larger and more. structured scale.



Trustee Pauline West & CEO Dawn Carey at the Somerset Business Awards

SOMERSET BUSINESS AWARDS 2023 WINNER

We continued to build on our relationships with the universities and we are delighted to report that in the last year we worked with over 60 qualifying counselling students.

We started our evening provision in collaboration with Open Mental Health to provide low cost evening counselling sessions for those aged 18 and over.

With funding from the National Lottery, we have been able to attend multiple training courses this year that have proved beneficial to the growth of ICM by developing staff skills and improving governance.

We also received funding from The National Lottery - Awards for All at the end of the financial year. This was granted for the development of a sensory room to provide an accessible and comfortable environment for person centered therapy for those with additional needs.

Community Fundraising 2023/24

We had a number of brave people take on various challenges for us over the course of the year.

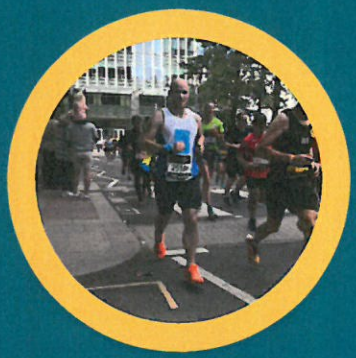


Skydivers

Two of our former service users decided to skydive to raise money for ICM over the summer. They raised just over £1600 between them and we are in awe of the bravery of these two young women.

Ultramarathon

Local men James Smith and Chris Jarvis took on a gruelling Ultramarathon in our honour, 100km around Somerset! They raised over £1500 and we are grateful to have them as friends of ICM.





Three Peaks Challenge

Dean Saunders raised an incredible £985 and a team made up of local businesspeople raised another £800 by climbing the Three Peaks in under 24 hours.

Our community

We are incredibly grateful that our community raised nearly £5500 over the course of the year. As well as the challenges above, we had people selling crafts, donating profits and asking for donations instead of gifts at birthdays and events.



Aims and Objectives of the board

·To raise awareness and the profile of mental health issues through social media campaigns, online presence, forums, and educational visits to schools, colleges and workplaces.

·To provide counselling support services to people of any age, but principally focusing on early intervention with young people.

·Fundraise and campaign to both further our services and contribute to the wider national and international campaign on mental health awareness.

In shaping our objectives for the year and planning our activities the trustees have considered the Charity Commission Guidance on public benefit, including the guidance "public benefit: running a charity (PB2).

Primarily ICM's charitable activities focus on the provision of accessible affordable and effective Mental Health Support, at our core is children and young people (CYP) aged 11-25. We do not have a catchment area but will support CYP who are able to engage in our services weekly. We also continue to work with those over the age of 25 who have need of our counselling services, any monies raised from this activity go directly towards our core costs.

This activity will invariably impact the community in that it will reduce anti-social behavior, family and community cohesion and increase social inclusion.

The strategies used to achieve the charity's aims and objectives are.

·One-to-One unlimited counselling at our offices in Highbridge.

·Delivering a programme of assemblies to local comprehensive schools raising awareness of mental health and how you can improve your own mental health. This includes what is "normal" for example increased stress around exam time.

·Mental health awareness sessions at businesses operating locally such as EDF.

Structure, governance and management

1. Our Trustees are drawn from a variety of health, education and social care backgrounds and a review of skills has highlighted where additional training is required. Governance reviews and training are a high priority for us as we mature as a charity. With the growth of In Charley's Memory we continue to ensure all board members are competent in leading In Charley's Memory forward and supporting the CEO and the staff team. We will be working closely with SPARK to ensure this is completed.

2. This year we aim to adopt the Founders Board. Its primary function will be to act as a permanent continuous presence of those significant to charity. They will meet annually with the Board of Trustees to offer advice, opinions, and other relevant contributions to the creative and strategic direction of the charity. The trustees will produce an annual report for the founder's board. Members of the Founders' Board will not hold the same voting rights.

3. Our Board members serve a term of three years, they are allowed to continue but in order to do so they have to be re-elected.

4. The board of trustees administer the Charity. The board of trustees meets at a minimum of four times a year. A CEO is employed to oversee the day to day running of the charity, within prescribed limits for matters finance related. The CEO is supported by a named Trustee and they meet regularly outside of the board meetings.

5. Risk Management is currently managed by the CEO, and reviewed by the board on a regular basis. Risk management is recorded in a live document that is updated as and when we begin new projects.

For 2023/24 our operational goals were

After the successful development of our office space in 2022, our focus for 2023/24 was external community engagement and diversifying our services through different approaches and collaborative partnerships.

1

Community

To develop and enhance the school project to provide consistent and measurable support by providing drop-ins, solution focused short interventions, parent and teacher support workshops, assemblies and small group work with students.

2

Services

To engage with our service users, see what else they feel we could offer them and introduce different ideas and support services that fit within our fundamental principle of unlimited bespoke support. Expand our opening hours into evenings as a starting point.

3

Collaboration

To collaborate with other organisations to ensure joined up working and enable us to provide the best type of support for the young people in our area. We are looking to form links with organisations that can take on our clients when counselling is no longer what they need or if it becomes clear that it isn't the right approach for them. Organisations can expand on the good progress made with our 1:1 intervention and support them to develop independence and social skills.

4

Learning

To develop the strengths of our team with training and CPD.

Recruit new members to the board so it better reflects the needs of a growing charity.

To learn from our service users and staff by involving them in the development of the services at ICM.

Connections and learning

Escapeline

We have received training from Escapeline, a local charity who specialise in helping young people in the grips of county lines. Lisa is creating a screening tool to help our counsellors identify potential victims or those vulnerable to exploitation. If we feel we may have someone affected, Lisa will then consult with us to help support that young person within our setting.

Reflect, Renew, Recover

Jamie has joined the Spark working group, Appropriately Funded, as part of their RRR work. This has formed excellent links with other organisations such as We Hear You, Arc Inspire and Ark at Egwood.

Somerset Council

Dawn and Jamie have attended LCN meetings with Somerset Council and forged collaborative relationships with two of our Connect Somerset Champions from Sedgemoor and Bridgwater. We have also joined the Early Help Network which meets quarterly.

Spark

We have attended some Spark training events including Five Ways to Wellbeing training, and asked to attend others that were subsequently cancelled. We have also attended two VCSFE Assemblies.

Open Mental Health

We were recently invited to take part in an alliance bid for an NHS contract by Open Mental Health. We are part of a small group who have put in a joint bid to create a mental health hub for 11-25 year olds. We will know the outcome of the bid in the next couple of months.

Collective Discovery

Jamie attends regular peer support with Collective Discovery who help support organisations to involve youth in the work.

Somerset Chamber of Commerce

Jamie has joined a charity training scheme with the Somerset Chamber which is focused around expert members of the chamber providing training to charities over the course of four sessions. The next session is focused on finance.

Somerset Activity Sports Partnership - SASP

We have developed new links with the team at SASP so we can refer young people to their activity programmes. This is particularly helpful for signposting students at school.

About the young people we have supported

In those aged 25 and under



Male 34% Female 66%



14 years old

highest presenting age group in females, followed by 13.

14 years old

highest presenting age group in males followed by 15.

We are currently supporting young people who are on waiting lists for

CAMHS SWEDA SARSAS

66%

of service users are female

This is not unexpected. Unfortunately there is still stigma surrounding men and boys accessing support or help. The perception that this shows weakness is entrenched through generations.

Presenting issues

As always there is a wide range of presenting issues but some topics we are starting to see a rise in are

friendships and self harm in females,

self harm and body image in males

both girls and boys are experimenting with vaping at a higher level than previously seen and there is a significant issue regarding gaming and the effect that has on self care and sleep.

33%

require 12 sessions or more

27%

drop out having had 6 or fewer sessions. See page 13 for further information.

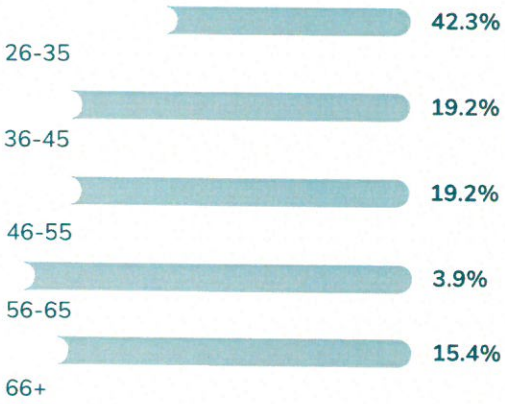
About the adults we have supported

In those aged 26 and over

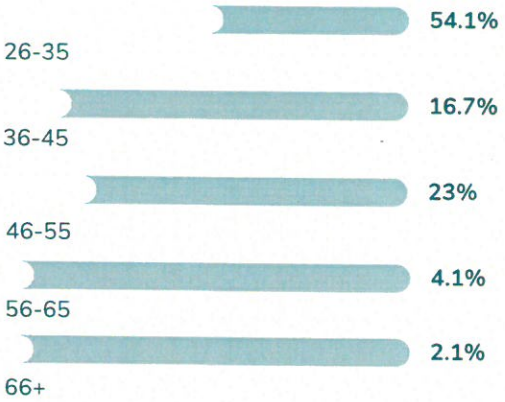


Male 35% Female 65%

Men by age group



Women by age group



We are currently supporting adults who are on waiting lists for

NHS TALKING THERAPIES SWEDA SARSAS

Presenting issues

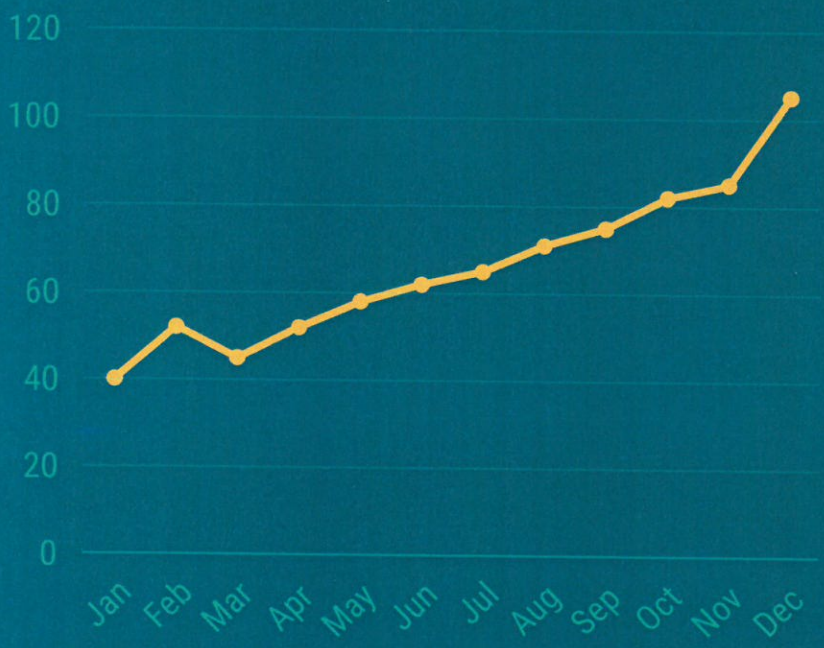
We have seen a large increase on clients who are over 26, as you can see from the graph above the 46-55 age group in both men and women is an emerging need in our community. Based on what we already understand about our community and the current economics of the UK, we assume that the cost of living crisis has heaped pressure on working adults and there are signs of loneliness and isolation in our older male clients. We will be monitoring this demographic with a view to confirming what it is that has increased the need for our service.

Unfortunately, the need for our service has increased to an all time high, at the time of writing we had a waiting list of 112 people with a near 50/50 split between under and over 16s. Fortunately, new processes implemented by the new leadership team mean that our waiting time is still between 6-14 weeks depending on flexibility.

This is down to more focus being put on the attendance of clients and more frequent reviews of the therapeutic benefit for longer term clients.

WAITING LIST AND TIMES

Number of people on the waiting list in 2023



112

Peak number of clients on the waiting list

9

weeks is the average wait time between assessment and first counselling session

7

amount of DNAs in December 2023, our lowest on record.

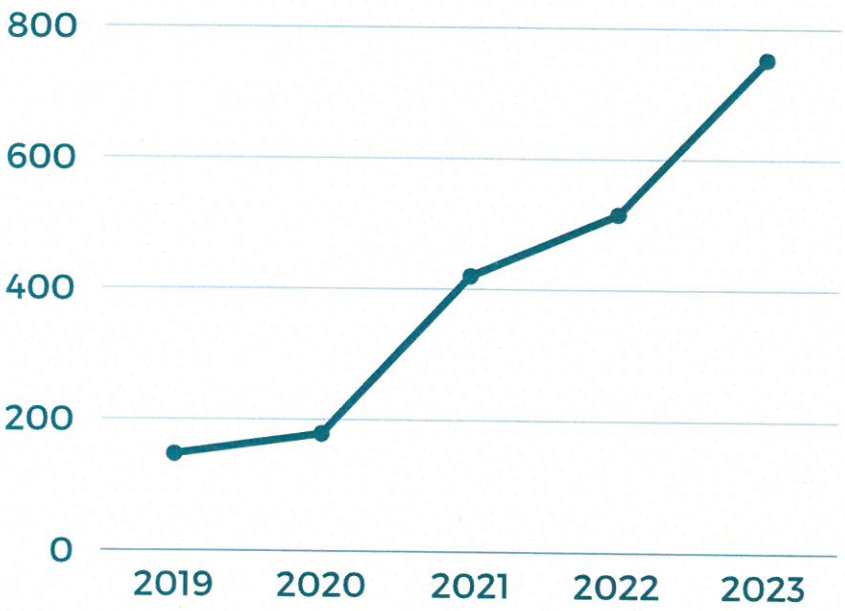
2022 saw our longest waiting times; up to twenty weeks at times over the summer, this was generally for people waiting for quite specific appointments but this does not fit with our ethos of early intervention. A subsequent change in policy in May 2023 and a new leadership direction has had a positive effect on this. By being stricter with cancellations and DNAs we are able to move people through the service more efficiently which is beneficial for both the client and organisation. Client DNAs are down to 2.5% from a high of 6% in February and cancellations are down to 11% from a high of 20% in April. Client attendance was consistently averaging over 75% by the last quarter of 2023, in line with the targets we set in May, with an overall average for the year at 78%.

Our goals for attendance and waiting lists in 2024/25 will be

- Waiting lists to be kept below 9 weeks in most cases.
- Attendance rates to be consistently above 75% with the eventual aim being over 80%.

SERVICE USERS
& WEEKLY CLIENTS

Unique service users per year



190

Peak number of clients per week (including schools)

16

average amount of sessions attended

750

amount of unique service users in 2023 (including schools)

In 2023 ICM completed **5218** unique interventions.

What our clients are saying

"I am really grateful for ICM, financially I have been able to afford therapy , which I wouldn't have been able to do with other services. I felt safe and able to be my self, my counsellor has been amazing and has been a massive part in my journey and i'm thankful for the tools she has taught me."

"It's been amazing & I feel so glad that I was sent here - my mental health has improved since being here"

"I felt so comfortable with Lily from the moment we met, she made me feel understood, heard, safe. Lily offered me coping stategies, talking therapies and offered me lots of resources to take home to read. I have been able to make positive changes to myself & life with the help of Lily."

I absolutely loved my time with Sophie. She helped me understand mine and my partners learning difficulties and what I can do to understand his and mine and how to help myself and him."

"Thank you for your help, I am so glad I decided to seek professional help, I feel much better placed to manage my feelings/relationship with my daughter going forwards."

"Michelle listened to everything I had to say and understood me and gave me suggestions that helped me find solutions to my problems."

"Thank you Sophie for helping me through everything."

"I feel ICM has been helpful and helped me to get to where I need to be mentally, I feel happy and content with my time at ICM."

Just want to say a massive thank you to Manou and all the staff! From the day I started to the day I finished everything has been for the better and i've never been happier. Manou made my time with ICM amazing and loved improving myself with the best guidance. Thank you so much for everything."

Case study

Client A. Female age 17 upon leaving the service.

Client A presented in summer 2022 with significant difficulties around truancy, EBSA (Emotional Based School Avoidance) and anger. She was a very committed client attending 53 sessions over the course of 61 weeks only missing a handful of sessions for illness or otherwise. She had made significant developments with her attendance at school and by the time she left us she had just started an apprenticeship with Hinkley Point.

How people use our service

At the end of 2023 scrutinised the data we have on our discharged clients for the year. We had discharged 299 clients during 2023.

It was found that the majority of users still require between 12-20 sessions so we are confident in our ethos of not limiting sessions. The new approach to attendance and payments has increased commitment and consistency so the clients seem to be moving through the service more efficiently.

Only 8.4% of our clients stay with us for over 20 sessions, but we feel that this is likely to represent the proportion of our clients who present with the most serious long term issues and those we may be 'holding' for other organisations.

We have identified a trend with young boys under 16 (in particular aged 11 and 12) who either do not attend at all after the assessment, or only attend for fewer then six sessions. There are a variety of reasons that this could be the case but we feel that it is likely due to under developed emotional intelligence and social skills in comparison to females in this age group. And that generally, the idea of chatting about feelings with a grown up is not what they want, parents are misinterpreting common (but very challenging) adolescent hormonal changes and behaviors as something that requires an intervention. One of the main things that comes up in almost every case in boys under 16 is gaming, they don't always acknowledge it as a problem, but it is clear from the outside that it is causing friction in their relationships and definitely having a negative effect on their sleep and wellbeing.

We are exploring ideas as to what may be more beneficial for this group, it is clear that some parents need support with boys of this age. We are having some training on Young Gaming and Gambling from GamCare in January and then we will look to advertise our first Parental Support webinar/group.

In addition, we are looking to create a system where we contact people on the waiting list to confirm they still wish to be seen, as some young males may have already told their parents that this is not something they wish to pursue. Therefore we can remove them from the waiting list and provide a signposting pack for parents to try alternatives like Somerset Activity Sports Partnership or invite them to our Parental Support sessions.

Solution Focused Brief Therapy

As part of our school project we have introduced short term interventions for the first time. We are offering three SFBT sessions per week, per school with the teachers and wellbeing staff making the referrals for pupils. As part of our early intervention initiative, we are helping students draw on their own resources and resilience to overcome issues at school. Below is an overview of the theory behind SFBT.

Solution-focused brief therapy (SFBT) is a strength-based approach to psychotherapy based on solution-building rather than problem-solving. Unlike other forms of psychotherapy that focus on present problems and past causes, SFBT concentrates on how your current circumstances and future hopes. SFBT was developed in the 1970s and 1980s by husband and wife Steve de Shazer and Insoo Kim Berg at the Brief Family Therapy Center in Milwaukee, Wisconsin.

Unlike many traditional forms of psychotherapy, SFBT is not based on any single theory. It's not focused on the past (such as a client's childhood) or insight into your problems.

Techniques

SFBT is an approach that falls under the umbrella of constructive therapies. Constructivism posits that people are meaning makers and are ultimately the creators of their own realities. The SFBT therapist believes that change in life is inevitable. Because someone creates their own reality, they may as well change for the better.

In SFBT, the therapist is a skilled conversation facilitator. They do not present themselves as an expert but instead comes from a "not-knowing" point of view.

Drawing upon the client's expertise in themselves, the therapist uses a variety of techniques and questions to demonstrate their strengths, resources, and desires. With the focus shifted to what is already working in a client's life, and how things will look when they are better, more room opens up for the solutions to arrive.

SFBT doesn't stress about the problems but instead spotlights possible solutions.

What SFBT Can Help With?

SFBT is best when a client is trying to reach a goal or overcome a particular problem. It can stand alone as a therapeutic intervention, or it can be used along with other therapy styles. It's used to treat people of all ages and a wide range of issues including addiction, child behavioral problems, and relationship problems.

This form of therapy is typically not used to treat major psychiatric conditions such as psychosis and schizophrenia.

Benefits of SFBT
The major advantage of SFBT is its brevity. SFBT is a form of "brief therapy," typically lasting between 3–8 sessions.

Instead of digging into old wounds, more time is spent focusing on resolutions, which makes SFBT great for people who have a specific goal in mind and just need a little help reaching it.

Effectiveness
Research shows that SFBT can effectively:

- Decrease addiction severity and trauma symptoms
- Decrease marital issues and marital burnout in women
- Improve classroom behavioral problems in children with special education needs
- Reduce externalising behavioral problems, including conduct disorder, and conflict management
- Reduce internalising behavioral problems, such as depression, anxiety, and self-esteem

SFBT can be just as effective (sometimes even more so) than other evidence-based practices, such as cognitive behavioral therapy (CBT) and interpersonal psychotherapy.

SFBT has been identified by our team as a suitable early and short term intervention for students within schools. We offer three consecutive sessions over the course of three weeks, each session last 50 minutes and is structured using scaling questions, miracle questions and exemption questions. So far we have had good success and the students who are suited to the programme are responding well.

SFBT Case study, year 9 female, Chilton Trinity School, written by Vicky Green

"The client was referred for SFBT as they were increasingly missing more and more classes. When we first met, the client was truanting most of their lessons. It was difficult to track down the client for sessions and in the beginning, they missed a total of three sessions over four weeks as they simply couldn't be located.

When we met for our second session of SFBT, three weeks after our initial meeting, the client was feeling frustrated with their behaviour and demonstrated a willingness and desire for change. Through the exploration of what was going well and with the use of the miracle question, they were able to identify the reason why they had been avoiding classes. From this, we were then able to explore possible actionable solutions, drawing on her own internal resources, that might make going to classes easier.

When we met for our final session of SFBT, the client explained that in the last nine days, they had been to every single one of their lessons. They were feeling more confident; had begun to rebuild trusting relationships with teachers and friends that had previously broken down; and was enjoying school with a score of 9/10 on the self-assessment scale.

The client was incredibly proud of herself and her progress and was enthusiastic about continuing to show up for herself. She was exploring the idea of seeking support from ICM so she could continue to make wise choices for herself and I am always pleased to hear from her when she comes to the drop in or when I see her around the school."

SCHOOL SUPPORT PACKAGE

Term one report

We have always had a working relationship with local secondary schools through our mental health 'pupil ambassador scheme'. At the beginning of 2023 we were approached by multiple schools telling us that they were dealing with mental health issues in pupils at a volume that was beyond their remit, and it was further compounded by the impacts of 'County lines' recruitment becoming widespread. This came at a time following a big increase in our operational capacity, which was immediately filled, and we knew we needed to do something to stem the flow. These circumstances resulted in the development of our outreach Schools Support Programme: a whole school approach that works with not only pupils but parents and teachers as well. We launched this programme at the beginning of the 23/24 school year in 5 regional secondary schools. Engagement escalated at pace and we have a delivery team of 5 counsellors providing 45 hours of support per week.

Drop-in



110 UNIQUE INTERVENTIONS

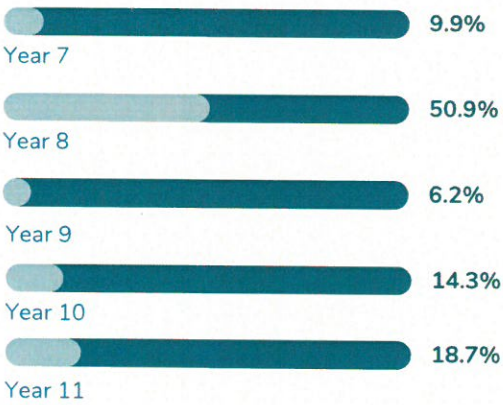
Sep - Dec

Signposted

16

students to external services

Engagement by year group



82%

of attendees are female

This is not unexpected. Unfortunately there is still stigma surrounding men and boys accessing support or help. The perception that this shows weakness is entrenched through generations.

Presenting issues

There has been a wide range of issues being brought to the drop in. Some we would consider a normal part of adolescence and students who just needed to vent for a few minutes. The top presenting issues we would consider to fall in this category are **friendship issues & exam stress.**

However, there are a few issues that seem to be more common and may require some additional support, in the form of workshops or parental engagement. The issues we have identified are **anxiety, disordered eating and self harm.**

2

Safeguarding procedures initiated.

Solution focused sessions



79 SESSIONS

Sep - Dec

Engagement (attending all three sessions)



Suitability of referral



*there is still work that can be done even when SFBT is not appropriate, but it is more therapeutic and may not yield obvious 'results'.

SCHOOL SUPPORT PROGRAMME REPORT

Continued

Review

Across the schools, at least 60% of students referred in for SFBT have engaged exceptionally well. The other 40% engaged in therapeutic chat but were less willing to work towards desired outcomes and goals.

Students who were struggling to go to lessons and stay in class have turned things around to a point where they are either going to ALL of their lessons now or have made wise choices for themselves to go to 'important' lessons. We see this as a real win!

Students presenting with generalised anxiety reported lower levels of anxiety at the end of their three sessions and demonstrated a willingness and a desire to continue using the tools and resources they learnt in sessions.

Some of the students sent for SFBT haven't been ideal candidates. For example, students who already have some support in place (a tutor, counsellor, peer mentor to talk to for example) will not necessarily benefit. These are students who seem to just want to offload but have no real desire to work towards desired outcomes and goals. The team consider that they may need to adapt to a more directive form of therapy to help this cohort, but the intervention will still have benefits.

Generally speaking, the focus ought to be on school related issues for students referred to SFBT. The reason for this, is that we can work with things within their proximity of control. If a student has significant issues at home, they may not be a good candidate for SFBT. The focus needs to be primarily in empowering them to use their inner strength and resources to make positive changes in school (which is likely to then have a positive impact in other areas of their life).

The Drop In has been great although, seems to have slowed down at some of the schools towards the end of the term. At all schools, we have seen students returning each week to 'check in' and share details about their week. I also have students who use the service as a one off to voice worries and concerns about both school and home life. A lot of students who come together which has been great for encouraging peer support and the highlighting the importance of talking about their mental health.

Parent engagement

213 responses

We had a brilliant amount of responses to our parent survey and we have evaluated the concerns raised by the parents. Our first online parent support group will be a Parental Empowerment Workshop, focusing on general wellbeing and a few issues that have been raised by parents in the survey.

Teacher engagement

60 responses

We had a brilliant amount of responses to our teacher survey and we have evaluated the concerns raised by the teachers. Our first teacher online support group will focus on Signposting and self care. A lack of knowledge about where to signpost CYP was highlighted as an issue in the survey.

Focus for 2024/25

Continue to provide the drop ins and solution focused sessions weekly.

Host our first parent and teacher workshops in January, email invitation and digital flyer to be provided.

Facilitate a listening exercise for children with challenging behaviour, those who consistently are asked to leave lessons and whose relationships with teachers have broken down.

There seems to be a willingness to attend the drop ins in groups so it may be worth considering some group work particularly around female friendships in years 7/8.

Focus subjects for parent engagement

Your teen and you (January)

Neurodiversity support and signposting session

Disordered eating

Anxiety and Intrusive thoughts

Ambassador Programme **2023/24**

The ambassador programme has been match funded by The Listening Fund. The Listening Fund have teamed up with Collective Discovery who are undertaking the learning and research from the fund. Jamie has been attending education and peer support sessions hosted by Collective Discovery, for support on the inclusion of youth in the development and future of ICM.

Recruitment and Interviews

One of team members Sophie, has taken on the role as the Ambassador Lead, she is their contact point for any questions about safeguarding and signposting. The applicants were brought in for interviews with Sophie and Jamie and they all did really well and showed passion and enthusiasm for supporting their peers. They had many good ideas which we are hoping to support them to implement at the their schools and in the community. We were delighted to receive applications and offer positions to two former service users.

Safeguarding & Five ways to wellbeing

We invited our ambassadors in for a training evening where we talked about safeguarding, we also shared with them the training we had received from Spark on Five Ways to Wellbeing. Our ambassadors felt this training gave them confidence to share these wellbeing ideas with their peers so they can support them to take a step towards building resilience.

Youth forum

Our ambassadors have kindly agreed to become part of our Youth Forum. We will get together in person or online once a quarter to discuss the needs of their peers, they will review ideas of ours and help us shape the service. Their first involvement will be to review our new website drafts and provide feedback on that. Two of ambassadors are no longer at school and are on apprenticeship schemes, they will be the link between the Youth Forum and our board of trustees and they will be asked to come and report some of the themes that have been identified in our forum meet ups. We have two ex-service users already, and we will look to recruit additional services users going forward.

Things we have learned

Clients respond better to firmer policies and arrangements
Our Lead Counsellor has introduced firmer policies around attendance and paying for missed appointments. This has resulted in much better attendance with a steady increase month on month towards the end of the year and DNAs are at an all time low. Previously there has been a tendency to stick to 'what we've always done' but in 2024 we will be quicker to try new approaches with clients and not be afraid to make changes for the benefit and sustainability of the organisation.

People will pay more to come after work
Our long campaigned for evening appointments have been very popular and even at the £25 price point, clients are still attending for around 12 sessions or more. At the moment we have a small waiting list and we will monitor this closely to see if there is a need to expand to another evening.

That young boys don't always engage as well as we thought
Data gathered over the year from our discharged clients showed us that boys aged 11 & 12 don't engage well with our service. The ones that do engage, they present overwhelmingly with issues around gaming and subsequent poor sleep and body image issues. In 2024 we will look to introducing a support group for parents of boys this age with a focus on gaming and body image.

Our clients are presenting with more diverse issues than ever
We have a list of presenting issues (coded for data collection) which currently stands at 49. All 49 issues have presented at ICM in the last month and 42 have presented in the schools. We will attach this coded list for your reference.

Our clients don't just come to us because we are low cost
We have very few clients who now apply for our hardship funds (free sessions) and many parents who have chosen us because they value the safety assured by an organisation, rather than a private counsellor. Word of mouth from friends and family is still our number one route to self referral.

Our adult male client base is growing
The cost of living crisis is starting to affect our clients with financial anxiety and pressure becoming more common place. It is clear that there is more awareness of our service in this age group now and we will be looking to make links with male focused support services to be able to signpost to alternative provisions when appropriate. Our evening provision has been popular with this group.

Statutory Services and other providers don't know much about us
Dawn and Jamie have attending many meetings with commissioners, council workers, other charity leaders and the NHS, to make them aware of our services and make connections for future collaborations and contracts.

Parents need help too
A survey conducted as part of the school project was completed by over 200 parents from the area (not the parents of a service user). What we learned from this was that there are gaps in understanding around what services are available, what can be done to support at home and what is a normal part of adolescence. According to some of our colleagues in the teaching profession, many parents feel mental wellbeing is something that should be dealt with at school, but we feel parents are a child's best resource and if we can support them to support their children then we may be able to create another avenue for early intervention. Our parent empowerment workshops will be online in an anonymous format and all parents from our five project schools and parents of all under 18s who use our service will be invited to attend.

Our staff are really happy but we could make a few small tweaks to make them even happier
Our staff survey showed that staff feel supported and included and that they are proud to work for ICM. Some staff have highlighted small issues which we will look to try and alleviate, they feel communication from the senior leadership team could be better so we will be introducing quarterly strategy meetings to involve them more in the development of the service.

Our staff have lots of great ideas and skills and we are going to utilise them
Our staff and volunteers have lots of additional skills which we are hoping to use to expand our service. We have staff who work additionally in crisis teams, domestic violence and female offending, addiction and relationship counselling.

Some clients respond well to goals and targets
With firmer boundaries and policies having been set by the new lead, it has enabled counsellors to encourage more focus with clients. We no longer allow clients to become unreliable and this brings about more timely endings and work towards those using more solution focused approaches.

Goals and plans for **2024/25**

Our main focus for 2024 is 'before & after'.
Now that we have established ourselves at this capacity, we will be turning our focus to what we can do to stop young people from needing to come to us in the first place. At the moment this takes the form of the outreach work of our schools project and our parent engagement work. The next important step is to work out what we can offer our service users once they no longer need counselling and where we may be able to support those young people in the future. We will be exploring post-counselling support groups and drop-ins. Also, catch up sessions at pre determined intervals after counselling is completed and developing a mentor scheme or trying to establish a formal pathway with existing mentoring charities in the area.

Support group for Mental First First Aiders
As we have developed links with local businesses we have met with many Mental Health First Aiders and most recently a group of HR representatives from the Devon and Somerset Law Society. They have raised the issue of Mental Health First Aiders using the HR departments as support/supervision and how this breaches confidentiality and creates a conflict of interest. We will be exploring the idea of a support groups for these people and that will be an additional income stream.

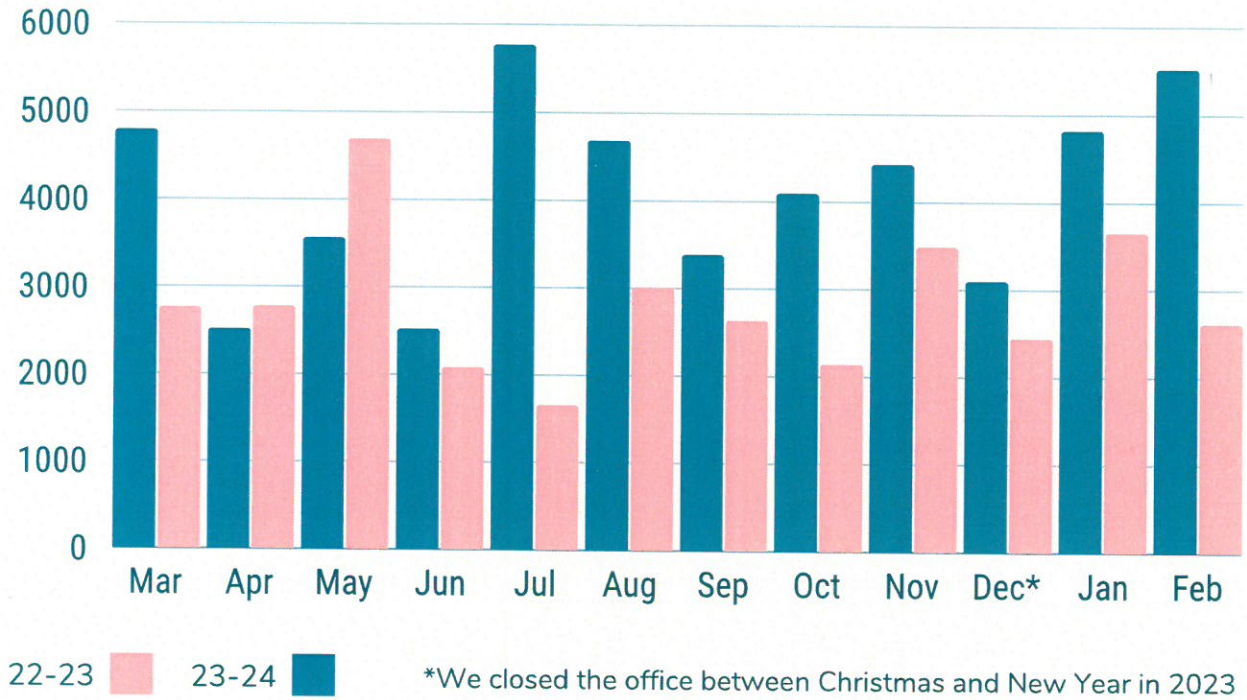
Training programmes
We are having a Child Safeguarding Course accredited which we hope will be the first in a set of ICM accredited courses, that we can provide to staff of other organisations and individuals.

Men's mental health
We have just been awarded a small grant to focus on awareness raising of our service and for signposting by Stepladder Project. We will providing small mirror decals for barbershops in the surrounding area that will direct to a designated web page for men's mental health on our website. We will also be designing an online resource for barbers to access so they can understand what services are in the area. We are working closely on this project with a young barbershop owner from Burnham on Sea.

Website development and our online presence
Our website is currently under development to create a more youthful feel and to add resources so young people use it more as a resource then just a referral portal. We also feel that we can better articulate what types of therapies and support we offer so that we don't project an image of only providing stereotypical counselling. An increased online presence will follow after this work is complete.

SELF GENERATED INCOME

Client payments per month and compared to 2023/24



*We closed the office between Christmas and New Year in 2023

£2832

average monthly income from client donations in 2022/23

£4151

average monthly income from client contributions in 2023/24

£3750

income generated so far from school counsellors

At the start of 2023 Jamie asked the board to consider changing the wording from donation to charge or fee to enable us to be stricter about non-payment for appointments. While this was unanimously supported by the trustees, it also required the counselling lead at the time to be much stricter on attendance rates. While we did make these changes, the pace was quite slow and only really came into proper effect when Mike Tapper took over (April 2023). However we can see the results of these new policies in the year on year increase of on average £1319 per month. The evening provision has been met with enthusiasm and we have a small waiting list for these appointments.

Other

We have two school counsellor posts in place as of January 2024 providing a cashflow of around £20k per year with a modest profit of £5500. We expect our second contract to increase after the February half term.

Fundraising approach

Our community is still actively supportive but the team do not have the capacity to prioritise this funding stream. We have been lucky enough to be invited to attend some small fundraising events that have been held on our behalf, for example a charity darts evening, The Devon and Somerset Law Society annual dinner and a team vuilding day with Ammacus Law.

As part of plans for 2024 and developing our online presence, we will be advertising and recruiting a team of community volunteers that we can call on to attend small events in the community for us.

Grants are still a priority for us but we will be looking at a new blend of in house grant writing and outsourcing. This is an issue currently under review and at present, ICM does not engage any third-party agencies in undertaking fundraising activities for us.

We are still reliant on grants and external funding but, we will be looking to achieve another 30% increase on client donations for 2024, taking us to £60k per year with other planned revenue streams detailed on the previous page.

TRUSTEE REPORT & ACCOUNTS
2023/24

Reference and administrative details Charity number 1160805			
Registered office and operational address	Unit 6, Brue Way Highbridge TA9 4AW		
Trustees who served during the year and up until the date of this report were as follows	Martyn Ellis **Chair** Jack Millier **Vice Chair**	Jo Reeves Pauline West Rob Fountain Ben Shillaker	Roger West Tessa Munt Doug Plume
Key Personnel	Dawn Carey	CEO	
Bankers	HSBC UK BANK PLC Taunton		
Accountants & Examiners	Marlott Accountants Ltd	57 Church Street Fordingbridge Hampshire SP6 1BB	

The board of trustees presents its report and audited financial statements for the period 1 March 2023 to 29 February 2024. Reference and administrative information set out on page one forms part of this report. The financial statements comply with the Charities Act 2011, the Memorandum of Articles and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

Registered Charity No 1160805

Report of the Trustees and Unaudited Financial Statements For the year ended 29th February 2024 for In Charley's Memory

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Financial review

Finance 2023-24

Total income for the period was £299,118 (2022-23: £258,014), and expenditure £293,915 (2022-23: £223,865). From this the surplus for the period was £5,203 (2022-23: £34,149).

Reserves policy

The Trustees have set a reserves policy which requires sufficient reserves to be retained equivalent to at least three months forward expenditure. The total reserves held at 29th February 2024 were £113,179 (2022-23: £107,976). Average monthly expenditure was £24,500 so the total reserves were equivalent to about 4½ months expenditure.

Going concern

As stated above reserves at 29th February 2024 were £113,179. The Trustees consider this level of reserves, together with the additional grant income confirmed in 2024 to be sufficient to meet the cost of delivering the charitable objectives for the next twelve months and that the Charity is therefore a going concern.

Donations and Grants

The Charity has received various grants and donations during the year. The Trustees would like to put on record their thanks to the grant givers and donors, many of whom prefer to remain anonymous. However we are particularly grateful The National Lottery Reaching Communities Fund, Hinkley Point C Community Fund and Somerset Community Foundation for their financial assistance.

Restatement of 2022-23

The published accounts for 2022-23 contained some errors, particularly with recording fixed assets, which are considered material. These errors have been corrected in these accounts and the following changes made:

Errors identified in 2022-23 accounts	**Category**	**2022-23 amount published**	**restated 2022-23 amount reported in 2023-24 accounts**
		£	£
Fixed assets not identified and recognised	Tangible fixed assets	4,450	39,158
	Expenses	(4,450)	(39,158)
Fixed asset depreciation not identified and recognised	Tangible fixed assets	-	(5,002)
	Expenses	-	5,002
Closing liabilities	Creditors and accruals	-	(2,637)
	Expenses	-	2,637
Accounts not split between restricted and unrestricted	closing reserves restricted	-	(36,681)
	closing reserves unrestricted	-	36,681

Approval

Approved by order of the Trustees on 10th December 2024

Trustee

Martyn Ellis

Trustee

Jack Millier

Independent Examiner's Report to the Trustees of In Charley's Memory

Independent Examiner's Report to the Trustees of In Charley's Memory

I report to the charity trustees on my examination of the accounts of In Charley's Memory (the Charity) for the year ended 29th February 2024.

Responsibilities and basis of report

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

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

Independent examiner's statement

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

1. accounting records were not kept in respect of the Charity as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 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.

I confirm that there are no other matters to which attention should be drawn to enable a proper understanding of the accounts to be reached.

TCheetham.

Tracey Cheetham
ACMA
10th December 2024

Financial Statements and Notes to the Accounts

Statement of Financial Activities for the year ended 29th February 2024

Statement of Financial Activities

	Notes	Unrestricted funds £	Restricted funds £	Total 2023-24 £	Total 2022-23 restated £
Incoming resources					
Income and endowments from:					
Donations and legacies	3	83,987	154,825	238,812	222,498
Charitable activities	3	60,306	-	60,306	35,516
Other trading activities		-	-	-	-
Investments		-	-	-	-
Separate material item of income		-	-	-	-
Other		-	-	-	-
Total		**144,293**	**154,825**	**299,118**	**258,014**
Resources expended					
Expenditure on:					
Raising funds	4	388	639	1,027	2,022
Charitable activities	4	227,653	53,579	281,232	216,132
Separate material item of expense	4	-	-	-	-
Other	4	10,536	1,120	11,656	5,711
Total		**238,577**	**55,338**	**293,915**	**223,865**
Net income/(expenditure) before investment gains/(losses)		(94,284)	99,487	5,203	34,149
Net gains/(losses) on investments		-	-	-	-
Net income/(expenditure)		(94,284)	99,487	5,203	34,149
Net movement in funds		**(94,284)**	**99,487**	**5,203**	**34,149**
Reconciliation of funds:					
Total funds brought forward		144,657	(36,681)	107,976	73,827
Total funds carried forward		**50,373**	**62,806**	**113,179**	**107,976**

Balance Sheet at 29th February 2024

Balance sheet

	Notes	Unrestricted funds	Restricted funds	Total 2023-24	Total 2022-23 restated
Fixed assets		£	£	£	£
Intangible assets		-	-	-	-
Tangible assets	6	25,784	-	25,784	34,156
Total fixed assets		25,784	-	25,784	34,156
Current assets					
Cash at bank and in hand	9	30,240	62,806	93,047	76,457
Total current assets		30,240	62,806	93,047	76,457
Creditors					
Amounts falling due within one year	8	5,651	-	5,651	2,637
Net current assets/(liabilities)		**24,589**	**62,806**	**87,396**	**73,820**
Total assets less current liabilities		**50,373**	**62,806**	**113,179**	**107,976**
Total net assets or liabilities		**50,373**	**62,806**	**113,179**	**107,976**
Funds of the Charity					
Restricted income funds	10	-	62,806	62,806	(36,681)
Unrestricted funds	10	50,373	-	50,373	144,657
Total funds		**50,373**	**62,806**	**113,179**	**107,976**

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

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the Statement of Recommended Practice (FRS 102) for Charities.

These financial statements were approved by the Board of Trustees and authorised for issue on 10th December 2024 and were signed on its behalf by:

Trustee

Marilyn Ellis

Trustee

Jack Millier

Notes to the Financial Statements for
the year ended 29th February 2024

1. Legal Form

1.1 In Charley's Memory is a registered Charity.

2. Accounting Policies

2.1 Basis of preparing the financial statements.

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

In Charley's Memory meets the definition of a public benefit entity under FRS 102.

The accounts present a true and fair view and the accounting policies adopted are those outlined in note 2.

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

2.2 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. It is the opinion of the Trustees that the level of reserves, expected levels of income and expenditure and plans in place means that it remains appropriate to use the going concern basis.

2.3 Income

All income is recognised once the Charity 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.

Income tax recoverable in relation to donations received under gift aid or deeds of covenant is recognised at the time of the donation.

Fees receivable and charges for service are recognised in the period in which the service has been provided.

Legacies are included in the SOFA when receipt is probable, that is, when there has been grant of probate, the executors have established that there are sufficient assets in the estate and any conditions attached to the legacy are either within the control of the charity or have been met.

2.4 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 is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on an assessment of the time spent, and depreciation charges allocated on the portion of the asset's use.

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

All expenditure is inclusive of irrecoverable VAT.

2.5 Tangible fixed assets and depreciation

Tangible fixed assets costing £500 or more are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably.

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition are included in the measurement of cost.

Depreciation is charged to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives. Depreciation is charged from the month after acquisition.

Depreciation is provided on the following basis:

Leasehold buildings	Straight line over 10 years (10% on cost less residual value) or to expiry date of lease if shorter
Fixtures and fittings	Straight line over 5 years (20% on cost less residual value)
Computer equipment	Straight line over 3 years (33% on cost less residual value)

2.6 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.

2.7 Cash at bank and in hand

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

2.8 Liabilities and provisions

Liabilities are recognised when there is an obligation at the balance sheet date because 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 Charity 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. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the statement of financial activities as a finance cost.

2.9 Financial instruments

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

2.10 Finance leases and hire purchase

Assets obtained under hire purchase contracts and finance leases are capitalised as tangible fixed assets. Assets acquired by finance lease are depreciated over the shorter of the lease term and their useful lives. Assets acquired by hire purchase are depreciated over their useful lives. Finance leases are those where substantially all of the benefits and risks of ownership are assumed by the Charity. Obligations under such agreements are included in creditors, net of the finance charge allocated to future periods. The finance element of the rental payment is charged to the Statement of financial activities so as to produce a constant periodic rate of charge on the net obligation outstanding in each period.

2.11 Operating leases

Rentals paid under operating leases are charged to the statement of financial activities on a straight line basis over the lease term.

2.12 Fund accounting

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

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

Note 3 Analysis of income

Analysis		2023-24 Unrestricted funds	2023-24 Restricted funds	2023-24 Total funds	2022-23 restated Total funds
		£		£	£
Donations and legacies	Donations and gifts	20,244	-	20,244	20,238
	Grants	63,743	154,825	218,568	202,260
	Other	-	-	-	-
	Total	**83,987**	**154,825**	**238,812**	**222,498**
Charitable activities	Fundraising	6,453	-	6,453	1,530
	Client contributions	49,819	-	49,819	33,986
	Other	4,034	-	4,034	-
	Total	**60,306**	**-**	**60,306**	**35,516**
TOTAL INCOME		**144,293**	**154,825**	**299,118**	**258,014**

Note 4	Analysis of expenditure			
	2023-24			2022-23 restated
Analysis	**Unrestricted funds**	**Restricted funds**	**Total funds**	**Total funds**
Expenditure on raising funds:	£	£	£	£
Fundraising expenses	388	639	1,027	2,022
Total expenditure on raising funds	**388**	**639**	**1,027**	**2,022**
Expenditure on charitable activities:				
Delivery of counselling and wellbeing support to young people	227,653	53,579	281,232	216,132
	-	-	-	-
Total expenditure on charitable activities	**227,653**	**53,579**	**281,232**	**216,132**
Other				
Accounts Inspection	910	1,120	2,030	709
Depreciation	9,626	-	9,626	5,002
Total other expenditure	**10,536**	**1,120**	**11,656**	**5,711**
TOTAL EXPENDITURE	**238,577**	**55,338**	**293,915**	**223,865**

Note 4.1	Details of certain items of expenditure	
Fees for preparation and examination of the accounts		
	2023-24 £	**2022-23 restated** £
Independent examiner's fees	2,030	409
Other fees (for example: financial advice, consultancy, training)	-	300

Note 5 Paid employees

5.1 Staff Costs

	2023-24 £	2022-23 £
Salaries and wages	215,483	151,846
Social security costs	8,208	3,323
Pension costs	3,166	4,900
Other employee benefits	-	-
Total staff costs	**226,857**	**160,069**

5.2 Average head count in the year

		2023-24 Number	2022-23 Number
The parts of the charity in which the employees work	Fundraising	1	1
	Charitable Activities	9	6
	Governance	-	-
	Other	4	4
	Total	**14**	**11**

Note 6 Tangible fixed assets

6.1 Cost or valuation

	Leasehold Improvements £	Computer Equipment £	Fixtures, fittings and equipment £	Total £
At 01 March 2023 (restated)	33,808	2,614	2,736	39,158
Additions	-	-	1,254	1,254
Disposals	-	-	-	-
At 28 February 2024	**33,808**	**2,614**	**3,990**	**40,412**

6.2 Depreciation and impairments

At 01 March 2023 (restated)	4,057	557	388	5,002
Disposals	-	-	-	-
Depreciation	8,114	871	641	9,626
At 28 February 2024	**12,171**	**1,428**	**1,029**	**14,628**

6.3 Net book value

At 01 March 2023 (restated)	29,751	2,057	2,348	34,156
At 28 February 2024	**21,637**	**1,186**	**2,961**	**25,784**

Note 7 Analysis of creditors

	Amounts falling due within one year		Amounts falling due after more than one year	
	2023-24 £	2022-23 restated £	2023-24 £	2022-23 £
Trade creditors	-	-	-	-
Accruals and deferred income	1,700	-	-	-
Taxation and social security	2,155	2,637	-	-
Other creditors	1,796	-	-	-
Total	**5,651**	**2,637**	-	-

Note 8 Cash at bank and in hand

	2023-24 £	2022-23 £
Short term cash investments (less than 3 months maturity date)	-	-
Short term deposits	-	-
Cash at bank and on hand	93,047	76,457
Other	-	-
Total	**93,047**	**76,457**

Note 9 Charity funds

9.1 Details of material funds held and movements during 2023-24

** Key: PE - permanent endowment funds; EE - expendible endowment funds; R - restricted income funds, including special trusts, of the charity; and UR - unrestricted funds*

Fund names	Type PE, EE R or UR *	Purpose and Restrictions	Fund balances brought forward £	Income £	Expenditure £	Fund balances carried forward £
National Lottery Community Fund	R	The development of ICM to provide counselling to young people aged 11-25	(46,681)	100,250	(55,338)	(1,769)
Open Mental Health - Evening	R	To provide support in evenings (over 18s)	10,000	-	-	10,000
Awards for All - Sensory Room	R	Sensory Room development	-	16,991	-	16,991
Hinkley PC	R	Counselling support	-	37,584	-	37,584
			-	-	-	-
Other funds	UR		144,657	144,293	(238,577)	50,373
		Total Funds	**107,976**	**299,118**	**(293,915)**	**113,179**

Note 9 Charity funds (cont)

9.2 Details of material funds held and movements during 2022-23

** Key: PE - permanent endowment funds; EE - expendible endowment funds; R - restricted income funds, including special trusts, of the charity; and UR - unrestricted funds*

Fund names	Type PE, EE R or UR *	Purpose and Restrictions	Fund balances brought forward £	Income £	Expenditure £	Fund balances carried forward £
National Lottery Community Fund	R	The development of ICM to provide counselling to young people aged 11-25	-	129,156	(175,837)	(46,681)
Open Mental Health - Evening	R	To provide support in evenings (over 18s)	-	10,000	-	10,000
			-	-	-	-
Other funds	**UR**		73,827	118,858	(48,028)	144,657
		Total Funds	**73,827**	**258,014**	**(223,865)**	**107,976**

Note 10 Transactions with trustees and related parties

Note 10.1 One trustee was reimbursed £286 for purchases on items incurred on behalf of the Charity. Other than this the Charity has no transactions with related parties.

Note 10.2 None of the trustees have been paid any remuneration or received any other benefits from an employment with the charity or a related entity.

IN CHARLEY'S MEMORY

England & Wales - Charity number 1160805

Accounts

In Charley's Memory

Making Mental Health Matter

Annual report 2022/23



CONTENTS

1 Welcome from the Chair of trustees

2 The ICM team

3 Goals for the year

4 Highlights

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7 Plans for the year ahead

8 Trustee's report & Accounts

WELCOME

Welcome to our Trustees' annual report and financial accounts for 2022/23. We have developed an agile, resilient organisation that continues to meet the needs of our community.

This was the year we were able to embark on a capital project supported by The National Lottery, developing the first floor of the offices into a lovely suite of eight counselling rooms, a staff room and board room. We hope that the board room will be multi use and enable group work and training in the future.



A word from our chair

The Covid pandemic brought about unprecedented challenges to In Charley's Memory, but in the last year we as a team were able to get back to where we were in 2020 – providing excellent support and expertise to young people in our local area. My fellow trustees and I are aware of the incredible efforts that those in our management team have gone to in the past year by setting down new strategic challenges for growth. The future for ICM looks bright as we contiue to find new ways of supporting our clients in what has become an ever growing need to provide mental health services nationally.

After eight years of service, Kemp Hall Chartered Accountants feel they are no longer able to provide accountancy services and prepare accounts to the level that a charity of In Charley's Memory needs. We thank them for the support they have given us from a fledgling charity to what we have become. We will start the process of recruiting a new firm of accountants in time for the next accounting year end. It is noted that the accounts attached to this report are not as comprehensive as we would like as a result of this.
We look forward to supporting the team throughout 2023.

Martyn Ellis
Chair of the Trustees, In Charley's Memory

The ICM team

Dawn Carey
CEO (formerly Operations Manager)

Tammy Webb-Gardner
Counseling Services Manager

Stephen Hooper
Bid Writer

Jamie Scanlon
Grants & Finance Manager

Connie Whale
Data Administrator

Jenna Meyrick
Administrator

Hazel Cattermole
Administrator

Counselling Team
Mike Tapper
Lucy Hobbs
Sophie Blackshaw
Joseph Tucker
Michelle King
Sarah Hill

Our Trustees

Martyn Ellis
Chair

Jack Millier

Rob Fountain

Jo Reeves
Founder

Pauline West

Roger West

Tessa Munt

Ben Shillaker

Doug Plume

Our goals for **2022/23**

With the country recovering from the pandemic, our goals for 2022 were to develop our physical space and increase our capacity with help and funding from The National Lottery.

1

Build

As a result of receiving successful funding for £389,000 over five years including a capital investment of £25,000, we developed plans to create eight new rooms in the space above our existing office. With the support of our landlord the new rooms were operational by June 2022.

2

Develop

Our links with local education providers, other organisations and statutory services had suffered over the course of the pandemic. Many people had changed roles or left posts and we saw re-establishing and developing those links as a priority for the year ahead.

3

Strengthen

We wanted to expand our operational and counselling teams. With funding secured from The National Lottery, Trusthouse and Young Somerset we employed -

Three new counsellors
Two administrators/receptionist
A Bid Writer
A Grants & Finance Manager

We also planned to strengthen the board and welcomed a new member in the autumn.

4

Community

To develop plans to reinstate the early intervention school support programme and the ambassador scheme.

Continue to listen and respond to the needs of our community and involve them with the development of our service.

Increase our community fundraising support by building a team of trained volunteer fundraisers.

OUR HIGHLIGHTS

ICM received significant funding from The National Lottery, Reaching Communities fund, with additional funding for capital cost. This was used to provide new counselling rooms. With the building complete we were able to offer more sessions as well as increase the number of Counselling students that come to ICM for their counselling placement. ICM now has the capacity to see 400 clients a week. We held an open day to showcase our new rooms which was extremely well attended. And enabled a wonderful opportunity to meet in person post covid.

The Somerset Community Foundation continues to support our projects in 2022-2023 and has helped establish strong connections with other organisations, focusing on collaborative working to reduce the times young people are sitting on a waiting list.

We were shortlisted for The Somerset Business Awards Charity of the year, and in March we received the wonderful news that we had won this important accolade.

During 2022 we sought to engage more with the community, being a grass roots organisation is extremely important to ICM. Unfortunately, many contacts were lost during the pandemic, and it has taken time to rebuild these, but we attended craft fayres, Christmas events and many more public gatherings during the year. This level of engagement enables us to thank those that have supported us, whilst also raising awareness of the work we do.

We continued to build on our relationships with the university and we are delighted to report that in the last year we worked with 50 plus qualifying counselling students. This relationship is invaluable as it allows us to continue the work we do at this level.

We welcomed a new board member who brings knowledge and experience in the charity sector. This has enabled us to identify areas where our governance processes can be strengthened.

With funding from the National Lottery, we have been able to attend multiple training courses this year that have proved beneficial to the growth of ICM and to improving governance as we continue to grow as an organisation.



Pauline West & Dawn Carey CEO being presented a cheque at the Somerset Business Awards. March 2023

SOMERSET BUSINESS AWARDS 2023 WINNER

Fundraising **2022/23**

We had a number of brave people take on various challenges for us over the course of the year.



Snowdon

A team of people including our CEO Dawn and Trustees Pauline and Ben, bravely climbed Snowden in the early hours of a chilly April morning, raising over £900. Dawn and Pauline (pictured) found this a particularly emotive experience and they posed for a picture at the summit holding a treasured picture of Pauline's grandson Charley.

London Marathon 2022

Local man James Smith, took on the London Marathon and he wrote in a blog post afterwards that is was the thoughts of the work we do here at ICM than kept him going for the last few grueling miles. He raised over £1000 and we are grateful to have him as a friend of ICM.



Men's Mental Helath

Local barber shop EP7 Barbers donated a proportion of their profits for one weekend and donated an amazing £300. They have one of our collection pots in their shop and we look forward to working with them in the futire.

Tough Mudder

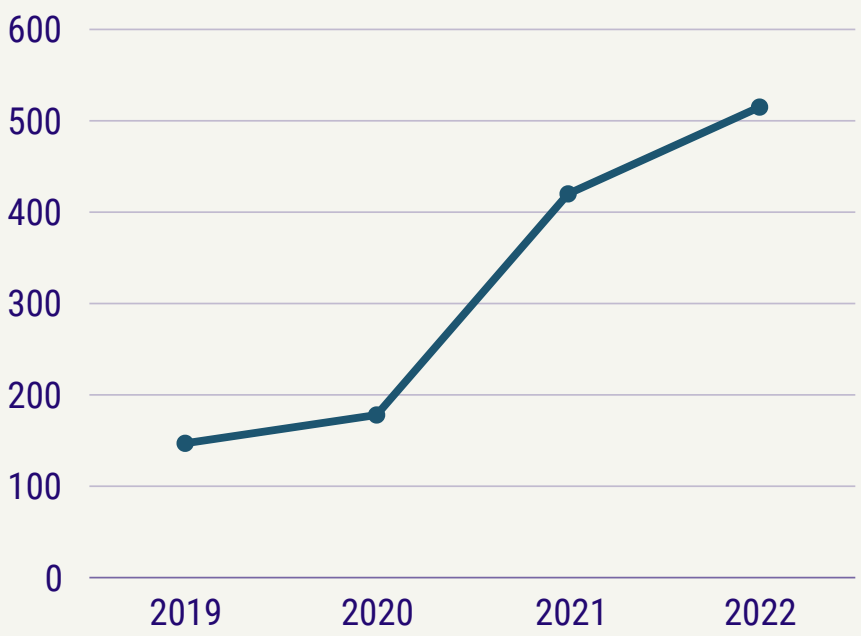
A team made up of counsellors, trustees and friends of ICM completed the Tough Mudder 5/10k challenges for us. They came back battered and bruised but a good time was had by all (except Dawn who said she's never doing it again!). A very respectable £1163 was raised. **Picture - Trustee Ben Shillaker**.



ICM has seen consistent rise in demand for its services, but as you can see from the graph below it is post Covid where we have seen the biggest increase in both unique service users and weekly appointments. This is due to the expansion of our physical space and an increase in the recruitment of placement students post who are still trying to complete their practice hours post covid.

SERVICE USERS
& WEEKLY CLIENTS

Unique service users per year



180

Peak number of clients per week

18

average amount of sessions attended

439

amount of unique service users in accounting year 22/23

2022 saw our longest waiting times, up to twenty weeks at times over the summer, this was generally for people waiting for quite specific appointments but this does not fit with our ethos of early intervention. A subsequent change in policy in May 2023 and a new leadership direction should prove to have a positive impact on both waiting times and a reduction in cancellations and DNAs.

Our goals for attendance and waiting lists in 2023/24 will be

- Waiting lists to be kept below 9 weeks in most cases.
- Attendance rates to be consistently above 75% by late 2023 with the eventual aim being over 80%.

PLANS FOR
2023/24

We see 2023/24 as a year to stabilise after the dramatic growth of the last eighteen months. We will seek to streamline our policies, operations and strategic plan so we have a secure footing to embark on our plans and projects. We need time to adjust to this new level required income and begin to look at ways to make ICM less reliant on grant funding and more self sustainable.

PROJECTS	DETAILS	WHEN
School Support Project	Formalise and expand the drop in and ambassador project	SEPTEMBER 2023
Late night opening	After hours provisions for those aged 18 and over.	JULY 2023
Parent workshops/support groups	Explore options for an online parents workshop.	DECEMEBER/JANUARY 2023

TRUSTEE REPORT & ACCOUNTS
2022/23

Reference and administrative details Charity number 1160805			
Registered office and operational address	Unit 6, Brue Way Highbridge TA9 4AW		
Trustees who served during the year and up until the date of this report were as follows	Martyn Ellis **Chair** Jo Reeves **Founder**	Pauline West Jack Millier Rob Fountain Ben Shillaker	Roger West Tessa Munt Doug Plume
Key Personnel	Dawn Carey	CEO	
Bankers	HSBC UK BANK PLC Taunton		
Auditors	Kemp Hall Chartered Certified Accountants	19 Victoria Street Burnham on Sea TA8 1AL	

The board of trustees presents its report and audited financial statements for the period 1 March 2022 to 28 Februaury 2023. Reference and administritive information set out on page one forms part of this report. The financial statements comply with the Charities Act 2011, the Memorandum of Articles and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

Aims and Objectives

·To raise awareness and the profile of mental health issues through social media campaigns, online presence, forums, and educational visits to schools, colleges and workplaces.

·To provide counselling support services to people of any age, but principally focusing on early intervention with young people.

·Fundraise and campaign to both further our services and contribute to the wider national and international campaign on mental health awareness.

In shaping our objectives for the year and planning our activities the trustees have considered the Charity Commission Guidance on public benefit, including the guidance "public benefit: running a charity (PB2).

Primarily ICM's charitable activities focus on the provision of accessible affordable and effective Mental Health Support, at our core is children and young people (CYP) aged 11-25. We do not have a catchment area but will support CYP who are able to engage in our services weekly. We also continue to work with those over the age of 25 who have need of our counselling services, any monies raised from this activity go directly towards our core costs.

This activity will invariably impact the community in that it will reduce anti-social behavior, family and community cohesion and increase social inclusion.

The strategies used to achieve the charity's aims and objectives are.

·One-to-One unlimited counselling at our offices in Highbridge.

·Delivering a programme of assemblies to local comprehensive schools raising awareness of mental health and how you can improve your own mental health. This includes what is "normal" for example increased stress around exam time.

·Mental health awareness sessions at businesses operating locally such as EDF.

Financial Overview

·The charity is in a healthy financial position following the 2022/23 year end. Total income was £258,014, an increase on the previous year reflecting the investment from The National Lottery Reaching Communities Fund, including a capital investment of £25,000 for the development of the first-floor counselling suite.

We are grateful for the generous donations from the community and regular donors. Donations for 22/23 were down on the previous year, this is in part a result of the leadership team focusing on delivering on the terms of the TNL grant and overseeing the build and expansion of the service.

Overall expenditure in the year was £250,933 which is in line with income and forecasts. This reflects the increased staff costs, including the employment of two admin/reception staff and a Grants/Finance Manager. This also includes the costs of the renovation which totaled £34,747. Overall we are reporting a small surplus for the year, further supporting our financial sustainability.

The restricted funds held by the charity at the end of the financial year are £8433. The unrestricted funds show a healthy balance of £68,024 which helps us to weather cashflow variations in funder payments and will enable us to move into the new financial year with confidence.

Going concern

The growing cost of living crisis may impact client donations. However, the trustees considered this to have only a small impact on the current and future financial position, as client donations currently represent a small portion of our generated income.

A downturn in grant income could pose a risk - success with larger grants is limited and competition is fierce. We will continue to build our general reserves in line with growth and that will enable us to manage the cashflow variations that this could create. Given our financial position at year end and looking ahead to our confirmed income for the coming year, we believe ICM remains a going concern.

Financial Overview

Fundraising approach

Due to the development of our offices and growth in the aftermath of Covid, our community fundraising has not been a priority over the course of this year. Our community is still actively supportive but the team have not had the capacity to prioritise this funding stream. We are grateful to all the individuals and local businesses who have donated in the reporting period. ICM does not engage any third-party agencies in undertaking fundraising activities for us.

The National Lottery – Reaching Communities Fund

This financial year represents our first full year of funding from TNL. We were in receipt of £129,618 which includes a capital payment of £25,000 and an uplift payment of £13,406 due to rising inflation. The board agreed to use this uplift payment to increase all staff wages by 10% to ease the pressure of the growing cost of living crisis. This was important as staff wages at ICM lag slightly behind our colleagues at other organisations in the area and we could not risk this gap widening. We also felt the show of support would help retain staff during this tumultuous period.

The capital payment was used to invest in the development of the eight counselling rooms on the first floor, with work starting in May 2022 and being completed by July 2022. ICM spent an additional £9747, (secured through small grant funds) on the building work and retains approximately £2500 of funding for further development if needed.

Reserves Policy

The board has agreed to work towards a stability reserve of three months operating costs. This level would allow staff to continue working to secure new funding and if necessary to allow a period to cut services in a way whereby service users would be supported to move on. This is an amount it considers prudent in the event of a major business interruption as determined by an analysis of risks to the charity.

The level of reserves held by the charity is based on current operating costs and will be reviewed annually as services change in response to income generation. This figure will also be reviewed on an ad-hoc basis if there are significant changes to the charity's circumstances.

At the end of the year the total unrestricted reserves stood at £68,024 which is just over three months operating costs. This level of reserves represents the right balance between protecting our organisation and ensuring we remain resilient and able to continue to invest in the service for our community.

Our current reserves fall in line with our reserves policy.

In lieu of more comprehensive accounts, please see a breakdown of the grants we have received this year.

Funder	Restricted	Unrestricted
NATIONAL LOTTERY COMMUNITY FUND	£ 104,156.00	
NATIONAL LOTTERY CAPITAL PAYMENT	£ 25,000.00	
GROUNDWORK	£ 955.00	
ARNOLD CLARK		£ 1,000.00
YOUNG SOMERSET	£ 5,000.00	
TRUSTHOUSE	£ 9,989.00	
SKIPTON BUILDING SOCIETY	£ 1,950.00	
SEDGEMOOR DISTRICT COUNCIL	£ 2,000.00	
WEBTEK	£ 500.00	
SOMERSET COMMUNITY FOUNDATIION	£ 1,500.00	
SOMERSET COMMUNITY FOUNDATIION	£ 2,025.00	
OPEN MENTAL HEALTH	£ 10,000.00	
SOMERSET COMMUNITY FOUNDATIION	£ 10,000.00	
ST JAMES PLACE		£ 7,500.00
ALBERT HUNT		£ 4,000.00
OLI LEIGH TRUST	£ 5,000.00	
DAVID FAMILY FOUNDATION		£ 1,000.00
MAGDALEN HOSPITAL		£ 1,000.00

Structure, governance and management

1. Our Trustees are drawn from a variety of health, education and social care backgrounds and a review of skills has highlighted where additional training is required. Governance reviews and training are a high priority for us as we mature as a charity. With the growth of In Charley's Memory we continue to ensure all board members are competent in leading In Charley's Memory forward and supporting the CEO and the staff team. We will be working closely with SPARK to ensure this is completed.

2. This year we aim to adopt the Founders Board. Its primary function will be to act as a permanent continuous presence of those significant to charity. They will meet annually with the Board of Trustees to offer advice, opinions, and other relevant contributions to the creative and strategic direction of the charity. The trustees will produce an annual report for the founder's board. Members of the Founders' Board will not hold the same voting rights.

3. Our Board members serve a term of three years, they are allowed to continue but in order to do so they have to be reelected.

4. The board of trustees administers the Charity. The board of trustees meets at a minimum of four times a year. A CEO is employed to oversee the day to day running of the charity, within prescribed limits for matters finance related. The CEO is supported by a named Trustee and they meet regularly outside of the board meetings.

5. Risk Management is currently managed by the CEO, and reviewed by the board on a regular basis. Risk management is recorded in a live document that is updated as and when we begin new projects.

Plans for future periods

Our key goals for the coming year at ICM are:

·Continue, in collaboration with the senior management team to develop the strategic plan for ICM for the next three years.

·Continued focus on our renewed community engagement and build a plan to re-establish great community led fundraising, this will include improving our online presence and establishing a team of fundraising volunteers.

·Further develop our work with parents and through a holistic approach to supporting good mental health in young people and their families.

·Engage young people to help us look at new ways to evolve and enrich our digital offer for young people.

·Review the capacity of our support staff, (finance, HR, data). As an organisation that has experienced growth, we need to ensure that we have the capacity to meet the needs of the clients, staff and volunteers at ICM.

·Continue to monitor the external factors that are affecting our community and the wider population to ensure we are effectively supporting young people. The cost-of-living crisis, the continuing war in Ukraine, climate change and the recovery from Covid all impact and stretch statutory services.

·We will be relaunching our school project. Reviewing our previous school project has allowed us to scrutinise the project and adapt. One being the need to capture the data of students involved in early intervention and the impact and outcomes of offering this service. With funding we would like to launch this project across Somerset. Next year we would like to focus short-term interventions on young people who are refusing education as well as smaller issues they are facing that do not require counselling but are looking for additional support.

·We know from enquiries there is a need for later appointments so during 2023 we would like to offer additional appointments between 6pm and 8pm.

·Continue to forge relationships with statutory bodies such as the NHS and Somerset Council. We are already part of working groups having discussions about CYP and mental health but look at engaging with wider groups that have a direct impact on the landscape going forward.

·Develop our corporate sponsorship and support revenue stream and look for ways to increase our passive income.

·Continue and grow the ambassador programme, giving more young people the opportunity to organise and manage events, support and guide their peers, learn about working at a modern charity and having a say on the future and receive free mental health training and tailored careers support.

I**n Charley's Memory**

Receipts and Payments Summary for the Year ended 28 February 2023

	2023 £	2022 £
Incoming Resources:		
Donations	54,225	74,747
Events & Sales	1,530	314
National Lottery Funding	129,156	-
Grants	73,104	87,417
Total incoming	258,014	162,478
Resources Expended:		
Programme delivery	93,491	73,104
Cost of generating funds	1,077	6,485
Premises renovation	34,747	-
Governance & Administration	121,618	48,099
Total outgoing	250,933	127,688
Net incoming (outgoing)	7,081	34,790
Balance of funds	80,907	73,826
Statement of Assets & Liabilities		
Fixed Assets	4,450	-
Current Assets		
Cash at bank & in hand	76,457	73,826
Net current assets	80,907	73,826
Total assets	80,907	73,826
Creditors Due within one year		
Assets less current liabilities	-	-
Creditors Due after one year		
	-	-
Net assets	80,907	73,826

Examiner's Report

Responsibilities of Trustees & Examiner

The trustees of the charity are accountable for preparation of accounts to which they consider audit requirements do not apply under the Charities Act 2006. The independent examiner is responsible for examining the accounts and reporting to the trustees. The procedures undertaken do not provide all the evidence required in an audit and the report is limited to those matters set out below.

Examiner's Statement

Examination was carried out in accordance with the general directions given by the Charity Commissioners. In connection with that examination no matter has come to my attention that gives me reasonable cause to believe that in any material respect the requirements to keep proper accounting records and to prepare accounts that accord with those records have not been met, nor is there anything to which in my opinion attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Nigel Kemp FCCA ATT (Fellow) **22.09.23**

IN CHARLEY'S MEMORY

England & Wales - Charity number 1160805

Accounts

In Charley's Memory

Charity Number 1160805

Annual Report and Financial Statement

For the year ending February 2022

In Charley's Memory

Content

- Reference and Administrative Details
- Trustees Report
- Finance
- Independent Audit

In Charley's Memory

Reference and Administrative Details

Trustees	Mr M Ellis
	Mrs P West
	Mr J Millard
	Mr B Shillaker
	Mrs J Reeves
	Mr B Barden
	Mr H Marks
	Ms T Munt
	Mr D Plume
	Mr R West
Charity registration Number	1160805
Registered Bank	HSBC
	High Street
	Bridgwater
Auditor	Kemp Hall
	19 Victoria Street
	Burnham on Sea
	TA8 1AL

Trustees Report

Structure

The trust is governed by a constitution and by Trustees who serve a three-year term and are eligible for re-election. They are assisted by full and part time staff and volunteers.

Objectives

In Charley's Memory is a local charity that is dedicated to promoting, protecting, and preserving young people's mental health.

Public Benefit

The charitable purpose of the trust is mental health, primarily to reduce the risk of suicide, pursued by education and counselling. Benefits are improved life chances for both beneficiaries and their families. By pursuing this activity there ~~is~~ are no evident drawbacks. Direct beneficiaries are predominantly young people while indirect benefits are their family, education providers and the general public. Benefits are not restricted by price, whilst we ask for a donation towards the costs of counselling, grants and donations enable us to provide the service for free for those unable to donate.

Strategic

The pandemic era has been a pivotal step change for ICM and has necessitated an accelerated growth. Prior to the pandemic we were a small charity, primarily financed by client donations and community fundraising. This was just enough to keep us afloat. We did not foresee being locked down and our income streams stopped in their tracks or that this would lead on to a national mental health crisis and the demands on our services risinge exponentially. We not only weathered the storm, but we have embraced the steep developmental curve as we have moved up into a different league and are taking an increasingly strategic and long term approach.

Operational

In 2020 we supported 157 young people with counselling over the whole year. In 2021 this has doubled. We now have clients not only from across the whole of Somerset, but from all the adjoining counties as well. Demand following the pandemic continues to challenge our capacity even after hiring in an additional portacabin. Hy-Tech, who host us and are

steadfast in their support for our work, have offered us the whole top floor of their building. With support from the National Lottery we will be converting this in 2022 to give us a total of 10 counselling rooms. We had expected this growth to happen organically and incrementally over a period of years. ICM has increased the number of paid roles to 10 and volunteers to 25 (excluding trustees). Volunteers are key to the successful delivery of our mission, the increase in paid staff this year reflects the infrastructure preparations being made to increase the volunteer base by 100% in 2022.

Financial

The report shows the increase in grant income as funders rally to prioritise the mental health crisis and donations from clients have increased in line with the volume of support being provided. Community fundraising, which had been bought to a standstill by the pandemic has also resumed and reflects the positivity towards the charity within the local area.

It should be noted that the balance includes finances for the capital build project scheduled for 2022, and with this £25,000 excluded from the total, we are showing a measured and proportionate increase in income and expenditure from 2020, maintaining an equivalence in reserves.

Persons Exercising Control

In Charley's memory is governed solely by its board of trustees and no other institutions exercise control.

Signed on behalf of the trustees

PE West

Printed

PAULINE ELIZABETH WEST

Date

29th November 2022

In Charley's Memory

(Registered Charity No: 1160805)

Financial Statements

For the Year Ended 28th February 2022

In Charley's Memory
Receipts and Payments Summary for the Year ended 28th February 2022

	2022 £	2021 £
Incoming Resources:		
Donations	74,747	28,723
Events & Sales	314	1,054
Fees	-	120
Grants	87,417	72,184
Total incoming	162,478	102,081
Resources Expended:		
Programme delivery	73,104	38,032
Cost of generating funds	6,485	4,715
Governance & Administration	48,099	33,145
Total outgoing	127,688	75,892
Net incoming (outgoing)	34,790	26,189
Balance of funds	73,826	39,036

Statement of Assets & Liabilities

Fixed Assets	-	-
Current Assets		
Cash at bank & in hand	73,826	39,036
Net current assets	73,826	39,036
Total assets	73,826	39,036
Creditors		
Due within one year	-	-
Assets less current liabilities		
Creditors		
Due after one year	-	-
Net assets	73,826	39,036

Examiner's Report

Responsibilities of Trustees & Examiner

The trustees of the charity are accountable for preparation of accounts to which they consider audit requirements do not apply under the Charities Act 2006. The independent examiner is responsible for examining the accounts and reporting to the trustees. The procedures undertaken do not provide all the evidence required in an audit and the report is limited to those matters set out below.

Examiner's Statement

Examination was carried out in accordance with the general directions given by the Charity Commissioners. In connection with that examination no matter has come to my attention that gives me reasonable cause to believe that in any material respect the requirements to keep proper accounting records and to prepare accounts that accord with those records have not been met, nor is there anything to which in my opinion attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Nigel Kemp FCCA ATT (Fellow) **07 November 2022**

kemp hall
CHARTERED CERTIFIED ACCOUNTANTS

19 Victoria Street
Burnham on Sea
Somerset
TA8 1AL

phone: 01278 787307

email: admin@kemphall.co.uk
website: www.kemphall.co.uk

NK/I8

The Trustees
In Charley's Memory
Unit 6
Brue Way
Highbridge
Somerset
TA9 4AW

7th November 2022

Dear Trustees

In Charley's Memory – Independent Examination

We have now conducted our independent examination of the accounts and supporting records of the charity known as 'In Charley's Memory' for the year ended 28th February 2022. I had hoped to report to The Trustees earlier than this, but as you will understand it has been a challenging year yet again.

I can report that there are no material items that need to be brought to the attention of the Trustees and that I can sign off the examination without any qualification. I would though like to highlight one or two points below and a suggestion as well.

Payroll Records
You will recall from my covering letter in 2020 and 2021, I did highlight the need for more comprehensive documents to support payments for wages. Going forward in terms of the wage payments, I would ask that we could be provided with the background payroll summaries that support the payments being made. We appreciate the need for discretion and the records will maintain their confidentiality whilst in our care.

Xero
As I am sure the trustees will be aware, the charity moved from manual/Excel records to a digital platform in the way of Xero bookkeeping software from the start March 2022. Key staff within the charity have been provided with training by my assistant, Christine McLanaghan, and from what we understand the software has been embraced and has been a great time saving measure and has assisted with the regular financial reporting. If you require any further training or guidance in how to use the software or how to interpret financial reports, please contact me.

I now enclose the completed financial statements and independent examiner's report duly signed for the year ended 28th February 2022. These financial statements are required to be filed along with the Trustees Report with the Charities Commission by the filing deadline. If you require further copies of the accounts, please contact me.

In the meantime, I have enclosed my fee note for settlement. As advised to Pauline West, I am happy to assist in keeping costs to a minimum and so have only charged a ¼ of our normal rates to assist you as far as possible, whilst still retaining our independence.

Should you have any queries regarding the enclosed, please do not hesitate to contact me.

Finally, the accounting records are available for collection at your earliest convenience.

With best wishes

Yours sincerely

Nigel Kemp FCCA ATT (Fellow)

IN CHARLEY'S MEMORY

England & Wales - Charity number 1160805

Accounts

IN CHARLEYS MEMORY

Report of the Trustees
For the year
March 2020 to February 2021

The Trustees have pleasure in presenting their report and financial statement for the year ending 29th February 2021.

Structure

The trust is governed by a constitution and by Trustees who serve a three-year term and are eligible for re-election. They are assisted by full and part time staff and volunteers.

Trustees

The following held office during the period covered by this report:

Doug Plume
Pauline West
Joanne Clement
Harry Marks
Martyn Ellis
Bernard Barden
Roger West
Ray Stewart (Chair)
Tess Munt

Objectives

In Charley's Memory is a local charity that is dedicated to promoting, protecting, and preserving young people's mental health.

Public Benefit

The charitable purpose of the trust is mental health, primarily to reduce the risk of suicide, pursued by education. Benefits are improved life chances for both beneficiaries and their families. By pursuing this activity there is no evident drawbacks. Direct beneficiaries are predominantly young people while indirect benefits are their family, education providers and the general public. Benefits are not restricted by price, grants and donations enable us to provide the service.

Review of Trust Activities & Plans

At the start of the year, we were seeing more young people per week than previous years, In Charley's Memory had begun other projects such as providing a counsellor in a local school on a permanent basis and working with a housing charity that provided counselling to the young people who had previously been homeless. As well as running our drop in programs with local schools and awareness assemblies.

Like many organizations we were significantly impacted by covid 19. Following Government guidelines we had to close our counselling services. At the time we were seeing 65 young people a week as well as the projects we were running.

Due to additional funding received we were able to reopen in June, and continue with our face to face counselling, by the end of September enquires for counselling had doubled on our pre lockdown figures. However we were unable to commence existing external projects.

Review of Financial Results

The accompanying financial statement shows that income for the year was just over £102,081. This was predominantly made up of grants awarded during the covid pandemic.
Expenses such as staffing, rent and insurance were again the principal costs. With all staff being paid furlough during the first lockdown.

Due to covid all our fundraising events planned by us and others had been cancelled with an estimated loss of £30,000.00

Despite the difficulties faced this year, the trustees are of the opinion that these results are excellent with a healthy year-end balance of just under £40,000.00.

2021/2022 looks again to be a busy year for In Charley's Memory with expansion planned as a result of the increase in demand to our services. With fundraising events restarting and many be carried over the trustees are positive this will again be a successful year.

All Trustees are local and were not paid any expenses during the year. The trustees continue to abide by the code.

Reserves

Trustees have taken the view that the chief requirements is the provision for redundancy payments should a financial crisis occur, due to covid it has been problematic opening a bank account to hold the charities reserves. This is something that the board will continue to work on.

Risk Statement

All steps have been taken by the board of trustees to mitigate any risk the charity may be exposed to.

Persons Exercising Control

In Charley’s memory is governed solely .by its board of trustees and no other institutions exercise control

Signed on behalf of the trustees

……

Printed

……

Date

……

In Charley's Memory
Receipts and Payments Summary for the Year ended 28th February 2021

	2021 £	2020 £
Incoming Resources:		
Donations	28,723	39,537
Events & Sales	1,054	9,813
Fees	120	80
Grants	72,184	21,137
Total incoming	102,081	70,567
Resources Expended:		
Programme delivery	38,032	32,168
Cost of generating funds	4,715	10,145
Governance & Administration	33,145	34,568
Total outgoing	75,892	76,881
Net incoming (outgoing)	26,189	(6,314)
Balance of funds	39,036	12,847
Statement of Assets & Liabilities		
Fixed Assets	-	-
Current Assets		
Cash at bank & in hand	39,036	12,847
Net current assets	39,036	12,847
Total assets	39,036	12,847
Creditors		
Due within one year	-	-
Assets less current liabilities		
Creditors		
Due after one year	-	-
Net assets	39,036	12,847

Examiner's Report

Responsibilities of Trustees & Examiner

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Nigel Kemp FCCA ATT (Fellow) **28 September 2021**

In the meantime, I have enclosed my fee note for settlement. As advised to Pauline West, I am happy to assist in keeping costs to a minimum and so have only charged a ¼ of our normal rates to assist you as far as possible, whilst still retaining our independence.

Should you have any queries regarding the enclosed, please do not hesitate to contact me.

Finally, the accounting records for both YE 2020 and YE 2021 are available for collection at your earliest convenience.

With best wishes

Yours sincerely

Nigel Kemp FCCA ATT (Fellow)