



# 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 <b>Chair</b> Jack Millier <b>Vice Chair</b>	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:** identify 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 1<sup>st</sup> 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 4<sup>th</sup> 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 them 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 forward to continuing to develop our team and procedures in order to officially join the alliance.

## UNJUMBLE TRAINING

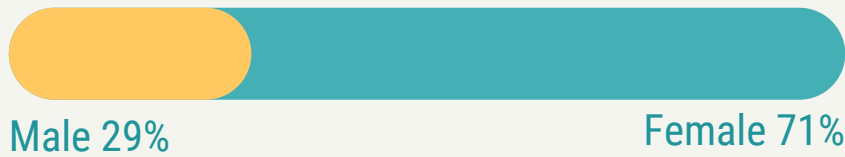
We have partnered with local company Unjumble Training. Andy from unjumble has helped us create our first course and will be delivering it on site in the future.

“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



## 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%

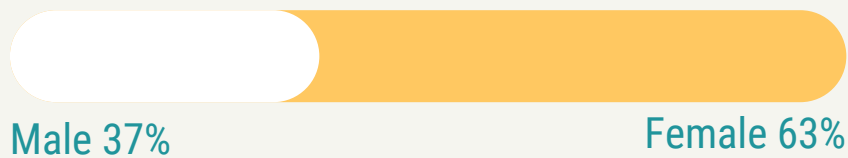
**require 12 sessions or more**

# 25%

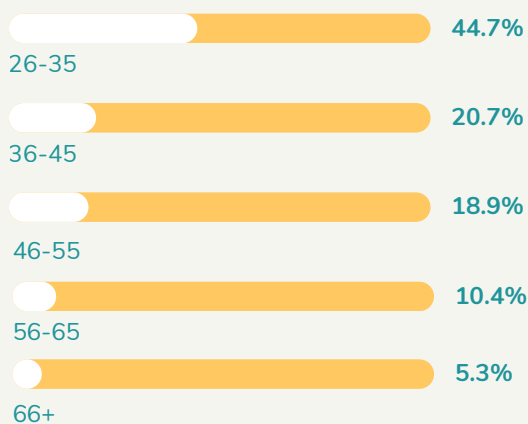
**drop out having had 6 or fewer sessions.**

# About the adults we have supported

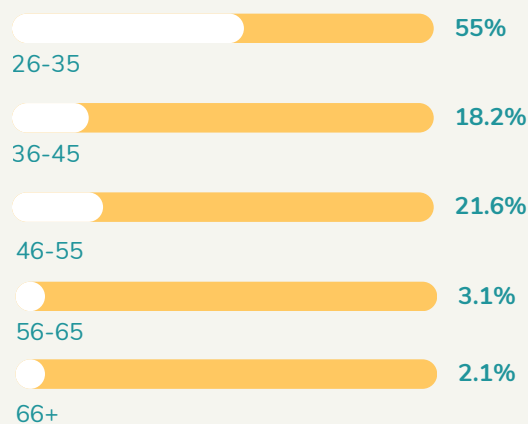
In those aged 26 and over



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.

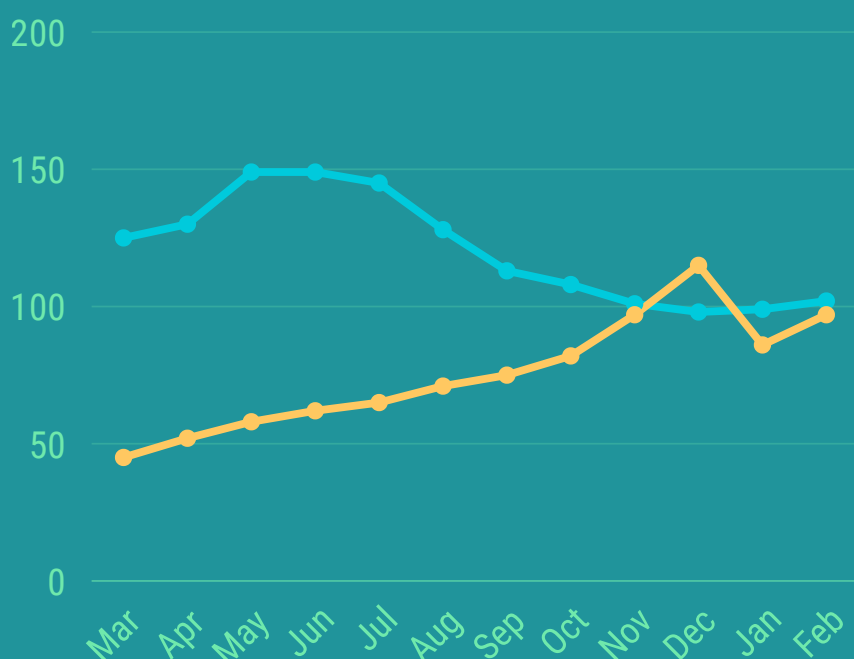
In 2024, we've seen a significant increase in referrals from adult-only services across the country, including North Somerset. Our strong collaboration with colleagues at Glanville House Adult Mental Health Services ensures smooth transitions, with detailed referral documents enabling seamless handovers 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%

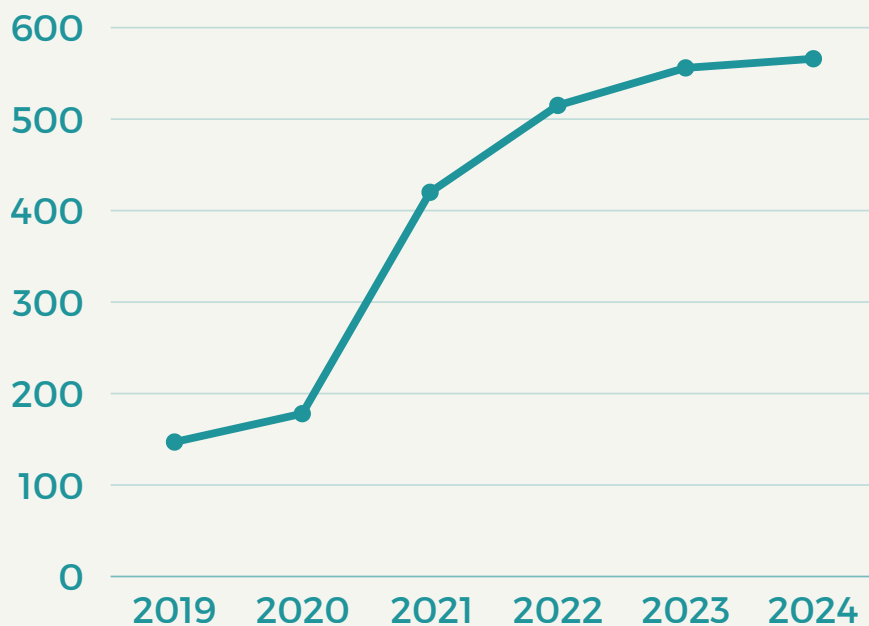
average client attendance for the year

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

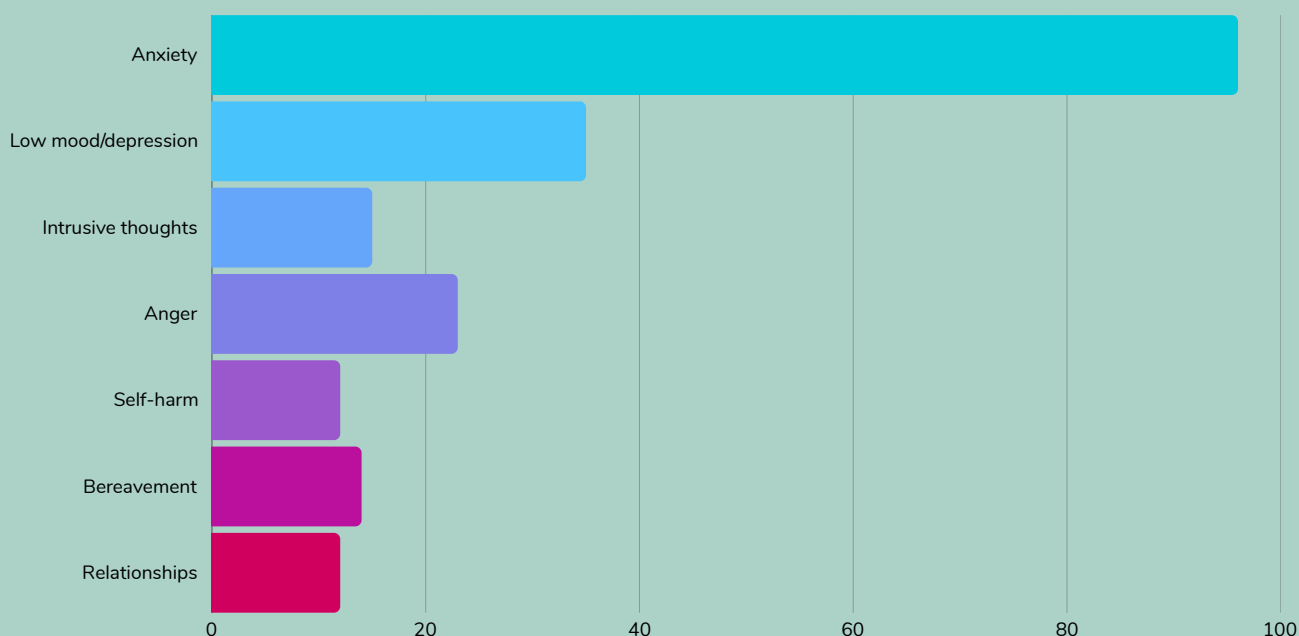
amount of unique service users 2024 (including school and youth club)

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



# Presenting Concerns

Percentage of people presenting with these concerns at our first assessment



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.

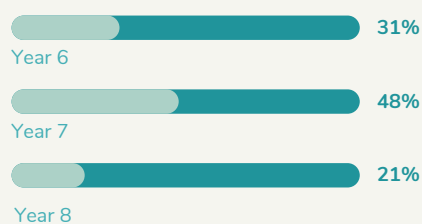
ICM Counsellor January 2025.

# Community and outreach work

## THE ZONE YOUTH CLUB

In March 2024, local youth club The Zone announced it was having to close its doors due to a lack of volunteers for its 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

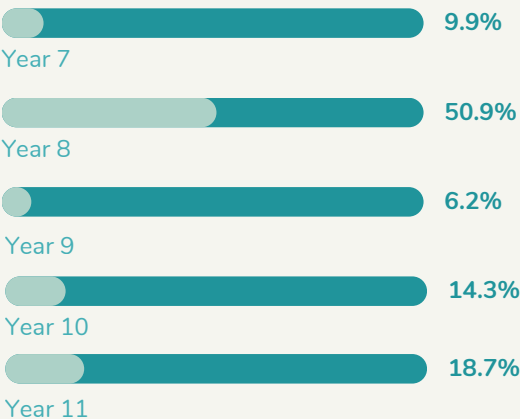
### Signposted

**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.

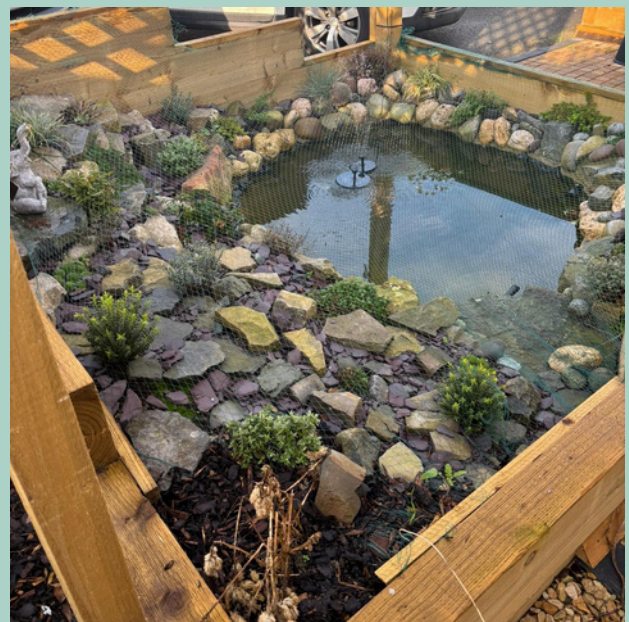


# ICM Wellbeing Garden

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 as a referral pathway. Unfortunately this has heaped pressure on our service and we 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.

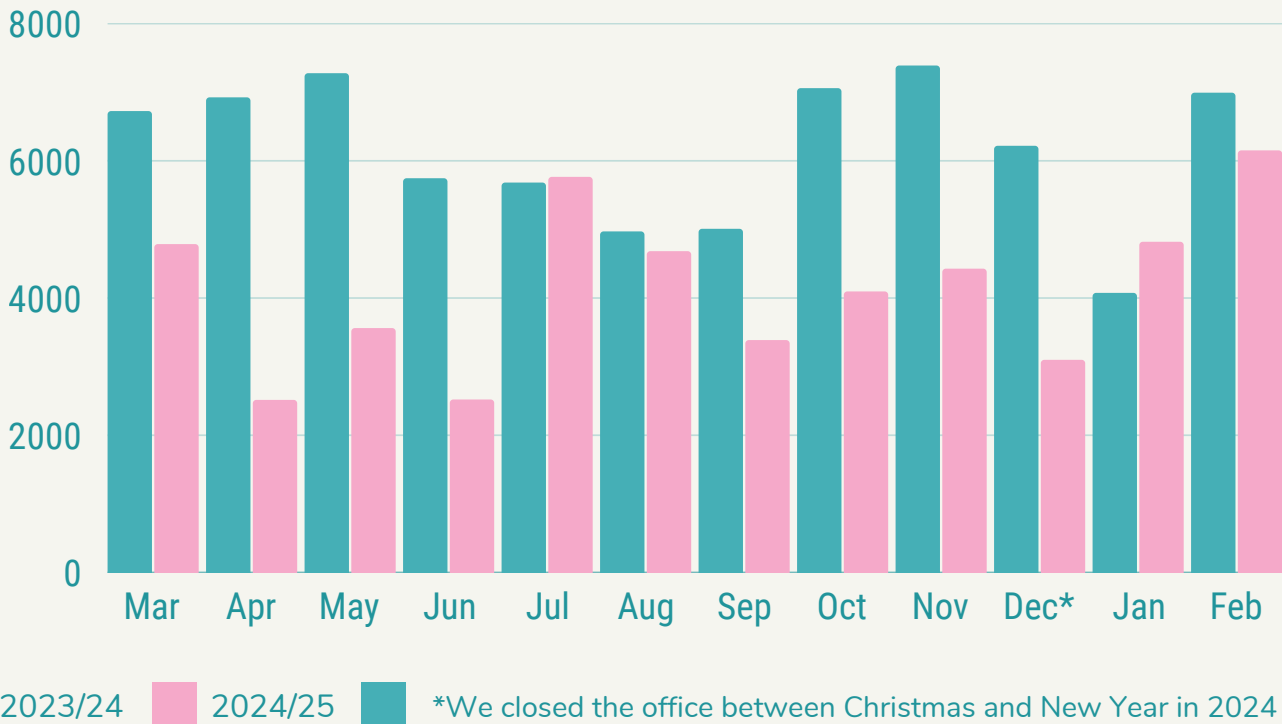
Some ambassadors have now moved on to university, but we're excited to continue building the programme by recruiting new members through our survey project. Drawing on our youth forum learning, we'll soon pilot short, incentivised surveys — starting in April at a local high school Wellbeing Day — to 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



**£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.



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



## In Charley's Memory

## 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 28<sup>th</sup> 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 28<sup>th</sup> 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

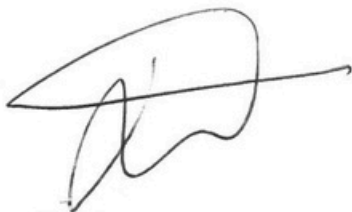
The Charity has received various grants and donations during the year. The Trustees would like to put on record their thanks to the grant givers and donors, many of whom prefer to remain anonymous. However we are particularly grateful The National Lottery Reaching Communities Fund, Hinkley Point C Community 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 4<sup>th</sup> 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 9<sup>th</sup> 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 28<sup>th</sup> 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

*gt* December 2025

## Financial Statements and Notes to the Accounts

### Statement of Financial Activities for the year ended 28<sup>th</sup> February 2025

	Notes	Unrestricted funds £	Restricted funds £	Total 2024-25 £	Total 2023-24 £
<b>Incoming resources</b>					
<b>Income and endowments from:</b>					
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		-	-	-	-
<b>Total</b>		<b>188,266</b>	<b>103,708</b>	<b>291,974</b>	<b>299,118</b>
<b>Resources expended</b>					
<b>Expenditure on:</b>					
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
<b>Total</b>		<b>225,973</b>	<b>107,897</b>	<b>333,870</b>	<b>293,915</b>
<b>Net income/(expenditure) before investment gains/(losses)</b>		<b>(37,707)</b>	<b>(4,189)</b>	<b>(41,896)</b>	<b>5,203</b>
Net gains/(losses) on investments		-	-	-	-
<b>Net income/(expenditure)</b>		<b>(37,707)</b>	<b>(4,189)</b>	<b>(41,896)</b>	<b>5,203</b>
<b>Net movement in funds</b>		<b>(37,707)</b>	<b>(4,189)</b>	<b>(41,896)</b>	<b>5,203</b>
<b>Reconciliation of funds:</b>					
Total funds brought forward		50,373	62,806	113,179	107,976
<b>Total funds carried forward</b>		<b>12,667</b>	<b>58,616</b>	<b>71,283</b>	<b>113,179</b>

# In Charley's Memory

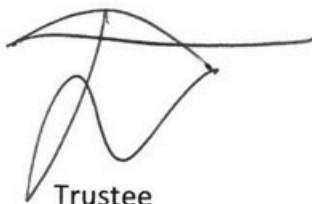
## Balance Sheet at 28<sup>th</sup> February 2025

	Notes	Unrestricted funds	Restricted funds	Total 2024-25	Total 2023-24
		£	£	£	£
<b>Fixed assets</b>					
Intangible assets		-	-	-	-
Tangible assets	6	9,609	-	9,609	25,784
<b>Total fixed assets</b>		9,609	-	9,609	25,784
<b>Current assets</b>					
Debtors	7	1,000	1,125	2,125	-
Cash at bank and in hand	8	8,301	59,263	67,563	93,047
<b>Total current assets</b>		9,301	60,388	69,688	93,047
<b>Creditors</b>					
Amounts falling due within one year	9	6,242	1,772	8,014	5,651
<b>Net current assets/(liabilities)</b>		3,059	58,616	61,674	87,396
<b>Total assets less current liabilities</b>		12,667	58,616	71,283	113,179
<b>Total net assets or liabilities</b>		12,667	58,616	71,283	113,179
<b>Funds of the Charity</b>					
Restricted income funds	10	-	58,616	58,616	62,806
Unrestricted funds	10	12,667	-	12,667	50,373
<b>Total funds</b>		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 9<sup>th</sup> December 2025 and were signed on its behalf by:



Trustee

9/12/2025



Trustee

9/12/25.



## In Charley's Memory

### Notes to the Financial Statements for the year ended 28<sup>th</sup> 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.

<b>Note 3</b>		<b>Analysis of income</b>			
		<b>2024-25</b>			<b>2023-24</b>
		<b>Unrestricted funds</b>	<b>Restricted funds</b>	<b>Total funds</b>	<b>Total funds</b>
				<b>£</b>	<b>£</b>
<b>Analysis</b>					
<b>Donations and legacies</b>	Donations and gifts	14,377	-	14,377	20,244
	Grants	73,927	103,708	177,635	218,568
	Other	-	-	-	-
	<b>Total</b>	<b>88,304</b>	<b>103,708</b>	<b>192,012</b>	<b>238,812</b>
<b>Charitable activities</b>	Fundraising	11,402	-	11,402	6,453
	Client contributions	76,564	-	76,564	49,819
	Other	11,996	-	11,996	4,034
	<b>Total</b>	<b>99,962</b>	<b>-</b>	<b>99,962</b>	<b>60,306</b>
<b>Total Income</b>		<b>188,266</b>	<b>103,708</b>	<b>291,974</b>	<b>299,118</b>

<b>Note 4 Analysis of expenditure</b>				
	<b>2024-25</b>			<b>2023-24</b>
<b>Analysis</b>	<b>Unrestricted funds</b>	<b>Restricted funds</b>	<b>Total funds</b>	<b>Total funds</b>
<b>Expenditure on raising funds:</b>	£	£	£	£
Fundraising expenses	3,672	49	3,721	1,027
<b>Total expenditure on raising funds</b>	<b>3,672</b>	<b>49</b>	<b>3,721</b>	<b>1,027</b>
<b>Expenditure on charitable activities:</b>				
Delivery of counselling and wellbeing support to young people	205,807	106,148	311,955	281,232
	-	-	-	-
<b>Total expenditure on charitable activities</b>	<b>205,807</b>	<b>106,148</b>	<b>311,955</b>	<b>281,232</b>
<b>Other</b>				
Accounts Inspection	-	1,700	1,700	2,030
Depreciation and impairment	16,494	-	16,494	9,626
<b>Total other expenditure</b>	<b>16,494</b>	<b>1,700</b>	<b>18,194</b>	<b>11,656</b>
<b>Total Expenditure</b>	<b>225,973</b>	<b>107,897</b>	<b>333,870</b>	<b>293,915</b>

**Note 4.1**

**Fees for preparation and examination of the accounts**

	<b>2024-25</b>	<b>2023-24</b>
	<b>£</b>	<b>£</b>
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

<b>Note 7</b>		<b>2024-25</b>	<b>2023-24</b>
<b>Analysis of debtors</b>		<b>£</b>	<b>£</b>
Trade debtors		-	-
Prepayments and accrued income		2,125	-
Other debtors		-	-
<b>Total</b>		<b>2,125</b>	<b>-</b>

# In Charley's Memory

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		-	-
<b>Total</b>		<b>67,563</b>	<b>93,047</b>

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	-	-
<b>Total</b>	<b>8,014</b>	<b>5,651</b>	<b>-</b>	<b>-</b>

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
<b>Total Funds</b>			<b>113,179</b>	<b>291,975</b>	<b>(333,871)</b>	<b>71,283</b>



## In Charley's Memory

<b>Note 10</b> <span style="float: right;"><b>Charity funds (cont)</b></span> <b>10.2 Details of material funds held and movements during 2023-24</b> <i>* Key: PE - permanent endowment funds; EE - expendible endowment funds; R - restricted income funds, including special trusts, of the charity; and UR - unrestricted funds</i>						
<b>Fund names</b>	<b>Type PE, EE R or UR</b>	<b>Purpose and Restrictions</b>	<b>Fund balances brought forward</b>	<b>Income</b>	<b>Expenditure</b>	<b>Fund balances carried forward</b>
			<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
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
			-	-	-	-
<b>Other funds</b>	<b>UR</b>		144,657	144,293	(238,577)	50,373
<b>Total Funds</b>			<b>107,976</b>	<b>299,118</b>	<b>(293,915)</b>	<b>113,179</b>

### 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.