

# TOR SUPPORT SERVICES

England & Wales · Charity number 1163407

## Details

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Other names	TSS
Status	Registered
Legal form	CIO
Registered	2015-09-03
Register	<a href="#">View on the Charity Commission register</a>

## Contact

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Address	Tor Support Services Okehampton College 20 Mill Road Okehampton EX20 1PW
Phone	07886 444263
Email	<a href="mailto:office@torsupportservices.org.uk">office@torsupportservices.org.uk</a>
Website	<a href="http://www.torsupportservices.org.uk">www.torsupportservices.org.uk</a>

## Activities

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**Objects:** THE RELIEF OF CHILDREN AND YOUNG PEOPLE BETWEEN THE AGES OF 5 AND 25 BY PROVIDING CONFIDENTIAL COUNSELLING, INFORMATION AND ADVICE FOR THOSE IN NEED AND THEIR FAMILIES

**Activities:** Tor Support Services provided a confidential counselling service to children, young people and their families between the ages of 5 - 25.

## Classification

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

## Geography

- Devon

## Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£112,761	£106,307	-	-
2024-03-31	£116,214	£91,931	-	-
2023-03-31	£81,709	£101,814	-	-
2022-03-31	£45,784	£81,028	-	-
2021-03-31	£60,218	£56,516	-	-

## Trustees

Name	Role	Appointed
<b>Dr Emma Louise Sircar</b>	Chair	2023-03-29
Anthony Barker		2020-11-09
Daniel Boxall-Simpson		2025-07-10
Isabel Valder		2025-10-02
Mervin Scott		2021-01-18
Sulina Tallack		2024-08-29

**TOR SUPPORT SERVICES**

England & Wales - Charity number 1163407

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# Accounts

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## **Tor Support Annual Report 2024-2025**

### **Overview**

#### **Dr Kathryn Vile**

#### **Chair of Trustees**

Since this will be my last report as Chair of Tor Support I thought I would take the opportunity to talk a little about the history of Tor Support and how we got to where we are now. In the late 2000s the college employed a counsellor - Ciara White who was supported by the college pastoral care staff - Gary Skull and Ann Underwood. This service was open to referrals from agencies outside the school such as GP practices. As a local GP at the time I and my colleagues were delighted to have the ability to refer children and young people to Ciara as the statutory services, CAMHS, just didn't have the capacity to cope with the demand.

Then in 2010, in the first wave of austerity, most of the support staff lost their jobs and it looked as though the counselling would go tools there was no longer any back up for Ciara in college. Having realised how important this service was to the community Ciara called together a group of people who she thought might be interested in supporting the service. After a few meetings a group of us formed a committee, sorted out all the necessities required to start a charity such as a constitution, policies, employee contracts etc and in March 2011 Tor Support Services was registered as a charity to provide counselling to children and young people between the ages of 5 and 25. The small board of trustees was Karen Nolan from WDCVS, Neil Sproats, head of six form, Theresa Weaver a school governor, Wendy Bloor an NHS physio and myself. We were supported financially in this endeavour by Okehampton United Charities who have been with us all the way and to whom we continue to be grateful.

Initially we had just two part-time employees- Ciara and Bridget Cousens as well as a couple of volunteer counsellors. As well as counselling Ciara did all the day to day administration as well as acting as a supervisor to the other counsellors. Financially things were initially a bit hand to mouth and we had to let Bridget go and Ciara, on more than one occasion allowed, us to delay her pay cheque while we sourced funding. Happily in 2012 and again in 2015 we were awarded 3 year grants from Children in Need which enabled us to have a period of stability and growth. In 2015 we also changed our charitable status to a Charitable Incorporated Organisation (CIO) in order to provide limited liability for the trustees.

Our referral numbers started to grow. In 2011 we saw about 40 clients, in 2014 we counselled 88 children and young people, in 2018 it was over 180 and this year it is up again to 217. This is mostly due to a national increase in mental health problems in young people but also an increased awareness of our service and its benefits. We have also seen an increasing level of need and severity of symptoms year on year and many more referrals of primary age children particularly since the pandemic.

The increasing demands on Tor Support lead us to employing more staff. In 2017 Debbie Andrews and Helen Seaton Burns, who were volunteer counsellors with Tor at the time were employed as coordinators to manage the referrals and allocation of clients to counsellors allowing Ciara to concentrate on supervision and seeing the younger clients. Mel Pike, who had been a trustee, joined as an administrator and later stepped up to become a non-clinical coordinator and deputy safeguarding lead. Debbie and Helen are still associated with Tor - Helen in her original role as co-ordinator and Debbie is now an external Supervisor. Mel has taken retirement this year - we are very sorry to lose her but equally pleased to welcome her replacement Perdita Du Pre.

As the size of the organisation grew it became apparent that the trustees was functioning more as a management team than as a typical trustee board so a decision was made to employ a Service Manager to take on the day to day management and to take a strategic role in the organisation. Initially this was Kate Jarman and then Nicola Frost joined us in 2021. This has been a huge benefit to the team and has allowed for the further development of the service.

On the counselling side Ciara stepped away from counselling in 2016 to concentrate on supervision of the counsellors and then left the organisation in 2019. When another charity, Women for Change, closed down in 2018 they very generously gave us their remaining funds. They had a specific focus on women and girls who had been sexually abused and as a result we had funding that enabled us to employ Rachel Hirsch to take on cases where sexual abuse has been an issue as well as the more complex cases. As it became apparent we were getting more and more referrals for primary age children we employed Karen Hedges to specifically take on these clients with her specialist skills.

We have since also employed Emma White to provide sabbatical cover for Rachel and latterly Patrycja Wojnarowska has become a valued member of the counselling team taking on both primary and secondary age clients.

The team however would not manage with out the fantastic support we get from our volunteer counsellors and external independent practitioners who we contract on an ad hoc basis. Over the years we have had many volunteer counsellors move through the organisation often as part of their training but I am delighted to say that a significant number retain their links with us as external providers. Over the past year the volunteers have been Danielle O'Reilly, Justin Lewis, Mario Hall, Wendy Burns, Sharon Stevens and Sally Parkins. And the external providers are Antonella Depetro, Nikki Ellis Jackie Skinner and Julia Pearsall. I am grateful to each and everyone of them, past and present for their time and dedication to our young clients.

As we all remember things became a little challenging in 2020 with the pandemic. We amazingly managed to hold it all together due to the extraordinary work of the admin team who moved us over to an on-line counselling service with all the required training, policies and procedures within a matter of weeks. I will be eternally thankful and in awe of the work they did during that time.

Safeguarding is at the heart of everything we do and we have over the past few years been working hard to ensure that everyone in, and associated with, the organisation is on board with all policies and procedures with an increased use of records of concern, regular updates and supervision. This is lead by our safeguarding team of Helen Seaton Burn, Nicola Frost, Mel Pike and Perdita du Pre and supported by our expert Safeguarding trustee Jane Lake.

Over the years we have seen quite a large number of trustees come and go- too many to thank them all individually but I particularly want to mention Theresa Weaver who, as Vice Chair, stood behind me and held my hand whenever it was needed, Karen Nolan who was our treasurer and fund raiser for many years and who also did a lot of hand holding, Tony Barker who has stepped up into her shoes as Treasurer, Helene Cox, Sophie Godwin Hughes and Anna Tooth who took over the fund raising and enabled us to expand the service enormously. Jackie Rodikis whose generous donation from Women for Change, enabled us to provide counselling for complex cases, Simon Hill who designed our website and helped us set up our IT and then Merv Scott who has been a stalwart both in terms of taking over and managing our IT and generally just being super helpful. Thank you to the rest of our trustee team - Kim Whittle, secretary, Karrie-Anne Hancock, Vice Chair, Jane Lake, safeguarding lead, Sulina Tallack and Victoria Bunney who joined us this year to take over fund raising, Rachael Luxton who has been leading HR support until she stepped down this month and last but not least Dr Emma Sircar who is going to step into my shoes as Chair of Trustees.

Of course none of this would have been possible without the generous support of our funders. I have mentioned Okehampton United Charities who have been our stalwart supporters through thick and thin and we are hugely grateful for their ongoing support. We have also had regular and much appreciated donations from Okehampton Town Council, and Okehampton Hamlets. It is gratifying that we have had so much support from local organisation. The treasurers report lists our are donors are this year but it is gratifying to note that as well as many established donors that are several organisation that have donated for the first time. We are very grateful to each and everyone of them and also to our fantastic fundraisers who put in all the work.

It has been an enormous privilege to work with such an amazing group of dedicated people in such a fabulous organisation. I will miss all of you but I think the time has come to hand over and look for new ideas and directions and I know you will be in safe hands with Emma

## **Financial report on the 2024-2025 operational year from the Treasurer**

### **Tony Barker**

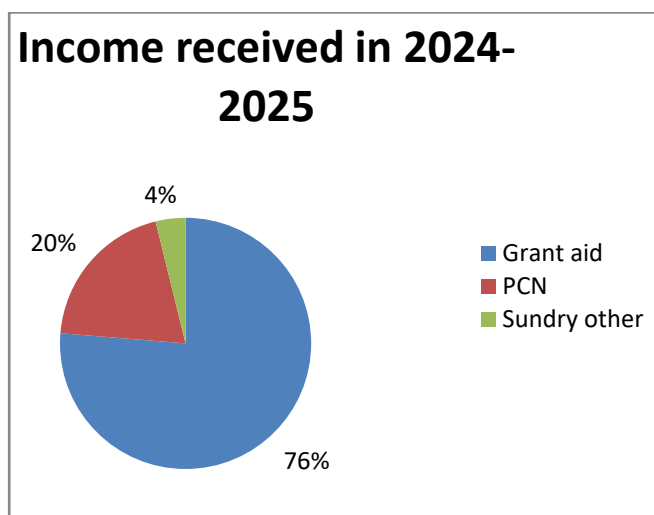
Grant aid received in response to bids made to individual funds remains our main source of income. In 2023-2024, fundraising was, thankfully, much more succesful than in the previous two years and we started

off the year in April 2024 with a total asset value of £63,702 of which £19,102 was held in an investment fund. While this was a significant improvement on the two previous years, Trustees remained cautious since the level of activity and therefore the costs involved were increasing year on year. For 2024-2025, Trustees approved an operational budget of £108,714.00 of which £73,300.00 was for staff related costs including salaries, travel for volunteer counsellors, training and supervision. £12,636.00 was allocated to the direct costs of sessions conducted by our External Independent Providers (EIPs) and £14,664.00 to the direct costs of operating the Saturday counselling sessions under the Primary Care Network (PCN) arrangement. This last cost would, of course, be more than offset by income from the Okehampton Medical Centre.

The position for these two, most recent years, is summarised in the figures shown below:

	Budget approved	Actual expenditure	Actual income	Operating surplus
2023-2024	102,680	91,931	116,214	24,725
2024-2025	108,714	106,307	112,761	6,577

In summary, income came in awards of grant aid amounting to £86,026, £22,400 from recharges for operating the Saturday (PCN) sessions and £4,335 in sundry donations. The pie-chart below shows clearly how dependent Tor Support Services remains on grant aid



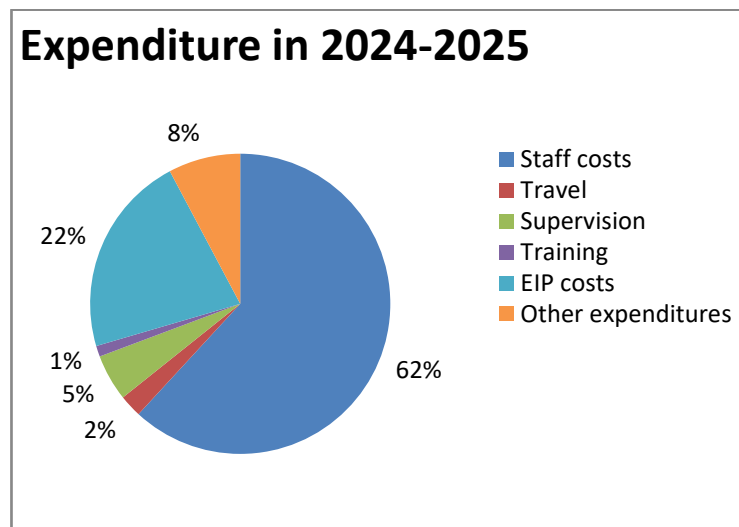
Organisations that were able to continue their support to us were Okehampton United Charities, Okehampton Town Council, Okehampton Hamlets Parish Council, the National Lottery in the guise of Awards for All, the Newby Trust, Devon Community Foundation under a variety of guises, the Farringdon House School Trust, the Albert Hunt Trust and the Viscount Amory Trust. In addition, awards from first-time funders were approved from Tesco Stronger Starts, the Jamieson Bystock Trust, the Gibbons Family Trust, Okehampton Lions and the Pixel Fund. We are most grateful to all of them for their support.

Their various contributions are set out in the table below.

Source	Grant aid
Okehampton United Charities	23,558.00
CLASP/DCF	8,267.20
Okehampton Hamlets PC	500.00
Viscount Amory Charitable Trust	1,000.00

Tesco Stronger Starts	1,000.00
Okehampton Town Council	3,000.00
Jamieson Bystock Trust	1,000.00
Farringdon House School Trust	6,200.40
Albert Hunt Trust	5,000.00
The Gibbons Family Trust	3,000.00
Okehampton Lions	1,000.00
Newby Trust	5,000.00
Awards for All	19,000.00
Pixel Fund	3,500.00
Devon Community Foundation	5,000.00
<b>Total</b>	<b>86,025.60</b>

As usual, expenditure was mainly on the core service delivery costs of our staff salaries and payments made to our External Independent Practitioners (EIPs) for conducting counselling sessions as can be seen in the pie chart below.



With the year having recorded, for the second year in succession, an operating surplus, at the end of March 2025 our total assets stood at £70,279. While this is, again, a good improvement, Trustees cannot be complacent and the need to secure significant awards of grant aid continues unabated.

The Trustees have, as always, paid due regard to the Charity Commission's guidance on public benefit when deciding on the appropriateness of expenditure on particular activity. The financial records for Tor Support Services have been subject to external examination by Westcotts (Chartered Accountants). The accounts for the year have been prepared, are deemed to be a true and fair reflection of the finances and are presented to the Annual General Meeting to be signed off. The full copy of their report will then be submitted to the Charities Commission and placed on our website at [www.torsupportservices.org.uk](http://www.torsupportservices.org.uk).

## **Service Managers Report for 2024-2025**

### **Nicola Frost**

#### Objectives, strategies and activities

2024-25 has been a further year of sustained effort and excellent performance for TSS. Our close-knit team of office staff and counsellors have continued to work effectively and efficiently to provide counselling for, again, an increased number of clients. The hard work of the Trustees has facilitated the smooth running of the charity and enabled us to allocate funds where required, be that on contracted counselling sessions or on new initiatives for the clients, for example an anti-anxiety resource in the office which includes lots of sensory items to help clients regulate their emotions. In addition, the Trustees approved the purchase of a number of laptops for the office, to equip each counselling room, and this will move us a long way down the path of simplifying our client processes and reducing the quantity of paperwork generated.

Our office suite continues to offer us a practical and useful space, and a safe and welcoming one for clients. We continue to be well resourced and the generation of unique art pieces by various clients continues unabated. Our standard offering remains eight counselling sessions to every client, with an additional initial assessment meeting for our secondary age and above clients and a parent/counsellor meeting for all primary age clients. We remain committed to the provision of free counselling for all. Both the primary and secondary waiting lists have remained open for the duration of the year, with our primary list being consistently high, and we have continued to prioritise resources to this list when required.

TSS's arrangement with the North Dartmoor PCN continued for the duration of 2024-25, extending the geographical coverage we could offer, to the benefit of more children and young people. Castle Ham Lodge, which hosts our Saturday counsellors working on behalf of the PCN, continues to provide a high quality space with a café and parking for convenience.

A number of staffing changes happened across the year including the return of one counsellor from sabbatical, the departure of one staff counsellor at the end of their contract and the employment of a second primary age counsellor (in response to the sustained demand for such as described above). Towards the end of the year we ran a recruitment process to replace our Non-Clinical Coordinator, with our new member of staff due to start in April 2025. I would like to thank Mrs Pike, our outgoing Non-Clinical Coordinator, for her many years of hard work and enthusiasm for the charity and its aims. Most parents and clients will have spoken to or dealt with Mrs Pike, who has many organisational and safeguarding skills. We also look to the future in welcoming Mrs Du Pre as her replacement and wish her every success in her new role.

During the year we were able to review some of our processes, refining our paper referral form (the majority of our referrals are now made online via our website) and note taking processes. We have maintained our focus on secure and comprehensive safeguarding procedures and such practices are now well embedded amongst our personnel. Safeguarding training and refreshers provided by TSS assist in these efforts.

With a core of 12-14 personnel, TSS has been able to offer in excess of 55 counselling sessions every week during the year. This represents a minimum of 2145 sessions across the academic year, a huge achievement for TSS and a significant resource for the local community.

We look to the future with continued enthusiasm and ambition to provide a service designed to work in the best interests of every child or young person referred.

Figures for 2024-25 are given below - figures for 2023-24 are given in brackets where applicable:

In the year from 1<sup>st</sup> April 2024 to 31<sup>st</sup> March 2025, we received a total of 275 (256) referrals, an increase of 7.4%. Of these, we will work with 217 (205) clients. The age range of clients was 94 (74) aged 5-10, 146 (153) aged 11-15, 27 (21) aged 16-18 and 8 (8) between 19 and 25. The data demonstrates both the increase in the total number of referrals and the increase in younger children (under 10) being referred to the service. The level of need across all our clients remains high.

In this year, 53% (63%) of our clients were students at Okehampton College and 33% (29%) from primary schools. 33% of referrals were made by Okehampton College/DMAT staff, 30% by the parent/carer, 11% by a GP and 3% by Self.

The top five presenting issues for secondary age and older clients were anxiety/stress (90%), anger (67%), self-esteem (63%), depression (56%) and school/academic (51%). In numbers fairly consistent with last year, 22% of clients presented stating they had suicide ideation and 20% presented with self-harm.

Post counselling analysis shows that, for clients for which we have data, 89% of clients reported an improvement in their overall wellbeing following counselling. We can also see that 94% of clients agreed with the statement 'The counsellor helped me to understand my situation and feelings', 87% agreed 'I feel more positive since going for counselling' and 96% agreed that 'I understood that what I said to the counsellor would be confidential unless I was at risk'. In addition, 65% agreed their family relationships had improved since going for counselling and 67% agreed 'I feel more able to cope at school since having counselling'. One change noticeable from the feedback was that very few clients worried about other people knowing they were coming to counselling and most were comfortable telling their friends. Other comments about TSS included 'Having a safe space to talk about my thoughts and feelings without judgement' and 'Thank you very much!'.

Charity registration number: 1163407

# Tor Support Services

Annual Report and Financial Statements

for the Year Ended 31 March 2025

## **Tor Support Services**

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## **Tor Support Services**

### **Reference and Administrative Details**

#### **Trustees**

Kathryn Vile  
Anthony Barker  
Dr Emma Sircar  
Mervin Scott  
Kim Whittle  
Jane Lake  
Karrie-Anne Hancock  
Rachael Luxton  
Sulina Tallack  
Victoria Bunney

#### **Charity Registration Number**

1163407

#### **Principal Office**

Okehampton College  
20 Mill Road  
Okehampton  
EX20 1PW

#### **Independent Examiner**

Westcotts (SW) LLP  
Independent Examiner  
Timberly  
South Street  
Axminster  
Devon  
EX13 5AD

## **Tor Support Services**

### **Trustees' Report**

The trustees present the annual report together with the financial statements of the charity for the year ended 31 March 2025.

#### **Structure, governance and management**

##### ***Nature of governing document***

Tor Support Services is a Charitable Incorporated Organisation (since September 2015) but has been a registered charity since November 2011. The charity is managed by its Trustee Board of 11.

##### ***Recruitment and appointment of trustees***

Where it is deemed that the Board of Trustees needs to be supplemented to fill specific skills gaps, invitations to apply to join the Board are placed on the website and elsewhere. Applicants are required to submit a formal application form and those deemed to be worth pursuing are interviewed by two Trustees prior to being invited to be in attendance at a full meeting of Trustees. This provides an opportunity for dialogue between the applicant(s) and the Trustees and permits the applicant(s) to judge whether they wish to proceed with their application or not. At the end of the meeting, the Trustees vote on whether the applicant(s)' membership of the Board should be approved or not.

##### ***Induction and training of trustees***

Trustees are inducted and trained following charity commission guidance.

##### ***Risk management***

###### ***Internal risks***

Risks to which the charity is exposed are regularly reviewed by the Trustees and steps taken as necessary to mitigate these.

Internal risks are minimised by procedures which require authorisation of all transactions and projects and a system of regular supervision and appraisal to ensure consistent quality of delivery of all operational aspects of the charitable company.

#### **Objectives and activities**

##### ***Objects and aims***

Tor Support Services provides a confidential counselling, information and advice service for children and young people between the ages of 5 and 25 and their families from our base at Okehampton College. Our counselling service is provided with a mixture of paid staff and volunteers with each counsellor receiving regular clinical supervision from a paid, qualified supervisor. Each child and young person requiring counselling is assessed by a qualified counsellor who will explore initial presenting issues and assign the child or young person to the most appropriate counsellor. We are members of the British Association of Counselling and Psychotherapy and adhere to its framework in the delivery of our service. Our office and counselling staff and volunteers are all subject to an enhanced DBS check upon commencement of work at Tor, which is reviewed annually, and are all required to complete a minimum of Level 2 Safeguarding training.

## **Tor Support Services**

### **Trustees' Report (continued)**

#### ***Objectives, strategies and activities***

2024-25 has been a further year of sustained effort and excellent performance for TSS. Our close-knit team of office staff and counsellors have continued to work effectively and efficiently to provide counselling for, again, an increased number of clients. The hard work of the Trustees has facilitated the smooth running of the charity and enabled us to allocate funds where required, be that on contracted counselling sessions or on new initiatives for the clients, for example an anti-anxiety resource in the office which includes lots of sensory items to help clients regulate their emotions. In addition, the Trustees approved the purchase of a number of laptops for the office, to equip each counselling room. This will move us a long way down the path of simplifying our client processes and reducing the amount of paperwork generated.

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## Tor Support Services

### Trustees' Report (continued)

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#### **Public benefit**

In planning our activities for the year we have kept in mind the Charity Commission guidance on public benefit.

The trustees confirm that they have complied with the requirements of section 17 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales.

#### **Financial review**

Continuing the outcome set in 2023-2024 in which a surplus of £24,725 was recorded, in 2024-2025, the fundraising team again met with significant success resulting in a further surplus on the year of £6,577.

#### **Policy on reserves**

As at 31 March 2025, the charity had reserves totalling £70,279 of which £26,382 is unrestricted. This level of unrestricted reserves equates to approximately 7 months of unrestricted expenditure. The trustees believe that the unrestricted reserves held are adequate to enable the charity to continue.

#### **Plans for future periods**

##### ***Aims and key objectives for future periods***

The trustees will continue to achieve the objectives of the charity and look to increase incoming resources. A revised business plan for the next three years is in the process of being written.

## **Tor Support Services**

### **Trustees' Report (continued)**

#### **Trustees and officers**

During 2024-2025 the Board of Trustees changed with the resignation of Helene Cox after five years of service as a mainstay of the fundraising team, of Anna-Marie Tooth after a somewhat shorter but nevertheless most successful period as a member of the fundraising team and of Bernice Hachipuka,

New appointments of Rachael Luxton, Jacqui Cornish, Victoria Bunney and Sulina Tulloch were made in July. Jacqui Cornish subsequently resigned in January 2025. As at 31 March 2025, the Board comprises: Kathryn Vile (Chair), Kim Whittle (Secretary), Tony Barker (Treasurer), Victoria Bunney, Kerrie-Ann Hancock, Jane Lake, Mervin Scott, Emma Sircar, Sulina Tallack and Rachael Luxton.

## Tor Support Services

### Trustees' Report (continued)

#### Statement of Trustees' Responsibilities

The trustees are responsible for preparing the trustees' report and the financial statements in accordance with the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and applicable law and regulations.

The law applicable to charities requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charities (Accounts and Reports) Regulations 2008, and the provisions of the constitution. The trustees are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

The annual report was approved by the trustees of the charity on 10 July 2025 and signed on its behalf by:



Kathryn Vile  
Trustee



Anthony Barker  
Trustee

## Tor Support Services

### Independent Examiner's Report to the trustees of Tor Support Services

I report to the trustees on my examination of the accounts of Tor Support Services for the year ended 31 March 2025.

#### Responsibilities and basis of report

As the charity trustees of Tor Support Services 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 Tor Support Services's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the 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 Tor Support Services 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 accounting 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 have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



.....  
Robyn Gifford-England ACA  
Westcotts (SW) LLP  
Independent Examiner  
Timberly  
South Street  
Axminster  
Devon  
EX13 5AD

Date: 31 July 2025

## Tor Support Services

### Statement of Financial Activities for the Year Ended 31 March 2025

	Note	Unrestricted funds £	Restricted funds £	Total 2025 £	Total 2024 £
<b>Income and Endowments from:</b>					
Donations and legacies	2	21,243	67,325	88,568	94,040
Charitable activities	3	-	22,400	22,400	21,075
Investment income	4	1,793	-	1,793	1,099
Total income		23,036	89,725	112,761	116,214
<b>Expenditure on:</b>					
Charitable activities	5	(41,951)	(64,356)	(106,307)	(91,931)
Total expenditure		(41,951)	(64,356)	(106,307)	(91,931)
Gains/losses on investment assets		-	123	123	442
Net (expenditure)/income		(18,915)	25,492	6,577	24,725
Gross transfers between funds		21,506	(21,506)	-	-
Net movement in funds		2,591	3,986	6,577	24,725
<b>Reconciliation of funds</b>					
Total funds brought forward		23,791	39,911	63,702	38,977
Total funds carried forward 16		26,382	43,897	70,279	63,702

All of the charity's activities derive from continuing operations during the above two periods.

The funds breakdown for 2024 is shown in note 16.

## Tor Support Services

(Registration number: 1163407)  
Balance Sheet as at 31 March 2025

	Note	2025 £	2024 £
<b>Fixed assets</b>			
Tangible assets	11	322	167
Investments	12	19,225	19,102
		<u>19,547</u>	<u>19,269</u>
<b>Current assets</b>			
Cash at bank and in hand	14	53,794	47,137
<b>Creditors: Amounts falling due within one year</b>	15	<u>(3,062)</u>	<u>(2,704)</u>
<b>Net current assets</b>		<u>50,732</u>	<u>44,433</u>
<b>Net assets</b>		<u>70,279</u>	<u>63,702</u>
<b>Funds of the charity:</b>			
<b>Restricted income funds</b>			
Restricted funds		43,897	39,911
<b>Unrestricted income funds</b>			
Unrestricted funds		<u>26,382</u>	<u>23,791</u>
<b>Total funds</b>	16	<u>70,279</u>	<u>63,702</u>

The financial statements on pages 8 to 21 were approved by the trustees, and authorised for issue on 10 July 2025 and signed on their behalf by:



Kathryn Vile  
Trustee



Anthony Barker  
Trustee

## **Tor Support Services**

### **Notes to the Financial Statements for the Year Ended 31 March 2025**

#### **1 Accounting policies**

##### **Statement of compliance**

The financial statements have been prepared in accordance with the second edition of the Charities Statement of Recommended Practice issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Charities Act 2011.

##### **Basis of preparation**

Tor Support Services meets the definition of a public benefit entity under FRS 102. The accounts (financial statements) have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these accounts.

##### **Going concern**

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

##### **Income and endowments**

Voluntary income including donations, gifts, legacies and grants that provide core funding or are of a general nature is recognised when the charity has entitlement to the income, it is probable that the income will be received and the amount can be measured with sufficient reliability.

##### ***Donations and legacies***

Donations and legacies are recognised on a receivable basis when receipt is probable and the amount can be reliably measured.

##### ***Grants receivable***

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

##### **Expenditure**

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

##### ***Charitable activities***

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

## Tor Support Services

### Notes to the Financial Statements for the Year Ended 31 March 2025 (continued)

#### Governance costs

These include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustees meetings and reimbursed expenses.

#### Taxation

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

#### Tangible fixed assets

Individual fixed assets costing £100.00 or more are initially recorded at cost.

#### Depreciation and amortisation

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

<b>Asset class</b>	<b>Depreciation method and rate</b>
Equipment	3 years

#### Fixed asset investments

Fixed asset investments, other than programme related investments, are included at market value at the balance sheet date. Realised gains and losses on investments are calculated as the difference between sales proceeds and their market value at the start of the year, or their subsequent cost, and are charged or credited to the Statement of Financial Activities in the period of disposal.

Unrealised gains and losses represent the movement in market values during the year and are credited or charged to the Statement of Financial Activities based on the market value at the year end.

#### Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

#### Fund structure

Unrestricted income funds are general funds that are available for use at the trustees discretion in furtherance of the objectives of the charity.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

## Tor Support Services

### Notes to the Financial Statements for the Year Ended 31 March 2025 (continued)

#### Financial instruments

##### **Classification**

Financial assets and financial liabilities are recognised when the charity becomes a party to the contractual provisions of the instrument.

##### **Recognition and measurement**

Basic financial instruments are initially recorded at the amount receivable or payable including any related transaction costs, unless the arrangement constitutes a financing transaction, where is recognised at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

#### 2 Income from donations and legacies

	Unrestricted funds General £	Restricted funds £	Total 2025 £
Donations and legacies;			
Donations	1,755	-	1,755
Grants, including capital grants;			
Grants received	19,488	67,325	86,813
	<u>21,243</u>	<u>67,325</u>	<u>88,568</u>

	Unrestricted funds General £	Restricted funds £	Total 2024 £
Donations and legacies;			
Donations	14,911	-	14,911
Grants, including capital grants;			
Grants received	21,000	58,129	79,129
	<u>35,911</u>	<u>58,129</u>	<u>94,040</u>

#### 3 Income from charitable activities

	Restricted funds £	Total 2025 £
Charitable Activities	<u>22,400</u>	<u>22,400</u>

## Tor Support Services

### Notes to the Financial Statements for the Year Ended 31 March 2025 (continued)

	<b>Restricted funds £</b>	<b>Total 2024 £</b>
Charitable Activities	21,075	21,075

#### 4 Investment income

	<b>Unrestricted funds General £</b>	<b>Total 2025 £</b>
Investment income	1,793	1,793
	<u>1,793</u>	<u>1,793</u>

	<b>Unrestricted funds General £</b>	<b>Total 2024 £</b>
Investment income	1,099	1,099
	<u>1,099</u>	<u>1,099</u>

#### 5 Expenditure on charitable activities

	<b>Note</b>	<b>Unrestricted funds General £</b>	<b>Restricted funds £</b>	<b>Total 2025 £</b>
Salaries & staff costs incl supervision		26,260	45,121	71,381
Travel/ volunteer expenses		346	1,783	2,129
Office costs - other		3,761	295	4,056
Training		259	1,100	1,359
Depreciation		240	35	275
Session resources		8,007	16,022	24,029
Bank charges		319	-	319
Fundraising expenses		216	-	216
Insurance		772	-	772
Governance costs	6	1,771	-	1,771
		<u>41,951</u>	<u>64,356</u>	<u>106,307</u>

## Tor Support Services

### Notes to the Financial Statements for the Year Ended 31 March 2025 (continued)

	<b>Note</b>	<b>Unrestricted funds General £</b>	<b>Restricted funds £</b>	<b>Total 2024 £</b>
Salaries & staff costs incl supervision		9,173	47,876	57,049
Memberships		-	285	285
Travel/ volunteer expenses		2,092	-	2,092
Office costs - other		3,344	-	3,344
Training		206	1,275	1,481
Depreciation		206	35	241
Session resources		-	24,876	24,876
Bank charges		81	-	81
Fundraising expenses		241	-	241
Insurance		772	-	772
Governance costs		1,469	-	1,469
		<b>17,584</b>	<b>74,347</b>	<b>91,931</b>

## Tor Support Services

### Notes to the Financial Statements for the Year Ended 31 March 2025 (continued)

#### 6 Analysis of governance and support costs

##### Support costs allocated to charitable activities

	Governance costs £	Total funds £
Charitable Activities	1,771	1,771
<b>Total for 2024</b>	<b>1,469</b>	<b>1,469</b>

Legal fees

Other governance costs

**Total for 2025**

**Total for 2024**

#### 7

Net incoming resources for the year include:

	2025 £	2024 £
Depreciation of fixed assets	275	241

#### 8 Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

No trustees have received any reimbursed expenses or any other benefits from the charity during the year.

#### 9 Independent examiner's remuneration

	2025 £	2024 £
Examination of the financial statements	840	650

## Tor Support Services

### Notes to the Financial Statements for the Year Ended 31 March 2025 (continued)

#### 10 Taxation

The charity is a registered charity and is therefore exempt from taxation.

#### 11 Tangible fixed assets

	Furniture and equipment £	Total £
<b>Cost</b>		
At 1 April 2024	2,370	2,370
Additions	430	430
At 31 March 2025	<u>2,800</u>	<u>2,800</u>
<b>Depreciation</b>		
At 1 April 2024	2,203	2,203
Charge for the year	275	275
At 31 March 2025	<u>2,478</u>	<u>2,478</u>
<b>Net book value</b>		
At 31 March 2025	<u>322</u>	<u>322</u>
At 31 March 2024	<u>167</u>	<u>167</u>

#### 12 Fixed asset investments

	2025 £	2024 £
Other investments	<u>19,225</u>	<u>19,102</u>

## Tor Support Services

### Notes to the Financial Statements for the Year Ended 31 March 2025 (continued)

#### Other investments

	Listed investments £	Total £
<b>Cost or Valuation</b>		
At 1 April 2024	19,102	19,102
Fair value movement	123	123
At 31 March 2025	19,225	19,225
<b>Net book value</b>		
At 31 March 2025	19,225	19,225
At 31 March 2024	19,102	19,102

#### 13 Debtors

**2025**  
£

#### 14 Cash and cash equivalents

	2025 £	2024 £
Cash at bank	53,794	47,137

#### 15 Creditors: amounts falling due within one year

	2025 £	2024 £
Trade creditors	2,222	2,054
Accruals	840	650
	3,062	2,704

**Tor Support Services**

**Notes to the Financial Statements for the Year Ended 31 March 2025 (continued)**

**16 Funds**

	Balance at 1 April 2024 £	Incoming resources £	Resources expended £	Transfers £	Other recognised gains/(losses) £	Balance at 31 March 2025 £
<b>Unrestricted funds</b>						
<i>General</i>						
General Unrestricted Funds	23,791	23,036	(41,951)	21,506	-	26,382
<b>Restricted funds</b>						
United Charities	-	23,558	(23,558)	-	-	-
Investments held	19,102	-	-	-	123	19,225
Awards for All	5,709	19,000	(9,758)	-	-	14,951
The Gibbons Family Foundation	-	3,000	(3,000)	-	-	-
Devon Community Foundation	-	5,000	(1,320)	-	-	3,680
Primary Care Network	11,228	22,400	(12,122)	(21,506)	-	-
Newby Trust	2,099	5,000	(5,795)	-	-	1,304
South West Water	1,773	-	(536)	-	-	1,237
Pixel	-	3,500	-	-	-	3,500
CLASP	-	8,267	(8,267)	-	-	-
	39,911	89,725	(64,356)	(21,506)	123	43,897
<b>Total funds</b>	63,702	112,761	(106,307)	-	123	70,279

## Tor Support Services

### Notes to the Financial Statements for the Year Ended 31 March 2025 (continued)

	Balance at 1 April 2023 £	Incoming resources £	Resources expended £	Other recognised gains/(losses) £	Balance at 31 March 2024 £
<b>Unrestricted funds</b>					
<b>General</b>					
General Unrestricted Funds	4,365	37,010	(17,584)	-	23,791
<b>Restricted funds</b>					
United Charities	112	21,880	(21,992)	-	-
Investments held	18,660	-	-	442	19,102
Awards for All	3,785	9,973	(8,049)	-	5,709
Postcode Lottery Fund	4,553	14,468	(19,021)	-	-
Farringdon House	5,898	-	(5,898)	-	-
Devon Community Foundation	1,604	5,000	(6,604)	-	-
Primary Care Network	-	21,075	(9,847)	-	11,228
Newby Trust	-	5,000	(2,901)	-	2,099
South West Water	-	1,808	(35)	-	1,773
	34,612	79,204	(74,347)	442	39,911
<b>Total funds</b>	38,977	116,214	(91,931)	442	63,702

## **Tor Support Services**

### **Notes to the Financial Statements for the Year Ended 31 March 2025 (continued)**

The specific purposes for which the funds are to be applied are as follows:

The investment fund is restricted in that the capital can not be disposed.

Any income arising from the investments is available to be spent at the discretion of the trustees.

United Charities - this fund is for the cost of conducting counselling sessions.

Awards 4 All - this fund is for the cost of conducting counselling sessions.

Farringdon Trust - this fund is for the cost of conducting counselling sessions.

Devon Community Foundation - this fund is for the cost of conducting counselling sessions.

Primary Care Network - this fund is used (a) to meet the costs of conducting counselling sessions on the 39 Saturdays each year that fall within school term time and (b) towards the general costs of conducting other counselling sessions throughout the year. The unspent balance each year is transferred to unrestricted funds.

Newby - this fund makes a contribution towards the various costs of conducting counselling sessions.

South West Water - this fund is to be used for the purchase of items for inclusion in session resources.

CLASP funds - this fund is administered through the Devon Community Foundation and is specifically awarded to cover the costs of counselling for those who have expressed a suicidal tendency.

The Gibbons Family Foundation - this fund is for the general costs of conducting counselling sessions.

The Pixel Fund - this fund is for the general costs of conducting counselling sessions.

## Tor Support Services

### Notes to the Financial Statements for the Year Ended 31 March 2025 (continued)

#### 17 Analysis of net assets between funds

	<b>Unrestricted funds General £</b>	<b>Restricted funds £</b>	<b>Total funds at 31 March 2025 £</b>
Tangible fixed assets	287	35	322
Fixed asset investments	-	19,225	19,225
Current assets	29,157	24,637	53,794
Current liabilities	(3,062)	-	(3,062)
Total net assets	26,382	43,897	70,279

	<b>Unrestricted funds General £</b>	<b>Restricted funds £</b>	<b>Total funds at 31 March 2024 £</b>
Tangible fixed assets	97	70	167
Fixed asset investments	-	19,102	19,102
Current assets	26,398	20,739	47,137
Current liabilities	(2,704)	-	(2,704)
Total net assets	23,791	39,911	63,702

#### 18 Related party transactions

There were no related party transactions in the year (2024: none).



Charity registration number: 1163407

# Tor Support Services

Annual Report and Financial Statements

for the Year Ended 31 March 2025

## **Tor Support Services**

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## **Tor Support Services**

### **Reference and Administrative Details**

#### **Trustees**

Kathryn Vile  
Anthony Barker  
Dr Emma Sircar  
Mervin Scott  
Kim Whittle  
Jane Lake  
Karrie-Anne Hancock  
Rachael Luxton  
Sulina Tallack  
Victoria Bunney

#### **Charity Registration Number**

1163407

#### **Principal Office**

Okehampton College  
20 Mill Road  
Okehampton  
EX20 1PW

#### **Independent Examiner**

Westcotts (SW) LLP  
Independent Examiner  
Timberly  
South Street  
Axminster  
Devon  
EX13 5AD

## **Tor Support Services**

### **Trustees' Report**

The trustees present the annual report together with the financial statements of the charity for the year ended 31 March 2025.

#### **Structure, governance and management**

##### ***Nature of governing document***

Tor Support Services is a Charitable Incorporated Organisation (since September 2015) but has been a registered charity since November 2011. The charity is managed by its Trustee Board of 11.

##### ***Recruitment and appointment of trustees***

Where it is deemed that the Board of Trustees needs to be supplemented to fill specific skills gaps, invitations to apply to join the Board are placed on the website and elsewhere. Applicants are required to submit a formal application form and those deemed to be worth pursuing are interviewed by two Trustees prior to being invited to be in attendance at a full meeting of Trustees. This provides an opportunity for dialogue between the applicant(s) and the Trustees and permits the applicant(s) to judge whether they wish to proceed with their application or not. At the end of the meeting, the Trustees vote on whether the applicant(s)' membership of the Board should be approved or not.

##### ***Induction and training of trustees***

Trustees are inducted and trained following charity commission guidance.

##### ***Risk management***

###### ***Internal risks***

Risks to which the charity is exposed are regularly reviewed by the Trustees and steps taken as necessary to mitigate these.

Internal risks are minimised by procedures which require authorisation of all transactions and projects and a system of regular supervision and appraisal to ensure consistent quality of delivery of all operational aspects of the charitable company.

#### **Objectives and activities**

##### ***Objects and aims***

Tor Support Services provides a confidential counselling, information and advice service for children and young people between the ages of 5 and 25 and their families from our base at Okehampton College. Our counselling service is provided with a mixture of paid staff and volunteers with each counsellor receiving regular clinical supervision from a paid, qualified supervisor. Each child and young person requiring counselling is assessed by a qualified counsellor who will explore initial presenting issues and assign the child or young person to the most appropriate counsellor. We are members of the British Association of Counselling and Psychotherapy and adhere to its framework in the delivery of our service. Our office and counselling staff and volunteers are all subject to an enhanced DBS check upon commencement of work at Tor, which is reviewed annually, and are all required to complete a minimum of Level 2 Safeguarding training.

## **Tor Support Services**

### **Trustees' Report (continued)**

#### ***Objectives, strategies and activities***

2024-25 has been a further year of sustained effort and excellent performance for TSS. Our close-knit team of office staff and counsellors have continued to work effectively and efficiently to provide counselling for, again, an increased number of clients. The hard work of the Trustees has facilitated the smooth running of the charity and enabled us to allocate funds where required, be that on contracted counselling sessions or on new initiatives for the clients, for example an anti-anxiety resource in the office which includes lots of sensory items to help clients regulate their emotions. In addition, the Trustees approved the purchase of a number of laptops for the office, to equip each counselling room. This will move us a long way down the path of simplifying our client processes and reducing the amount of paperwork generated.

Our office suite continues to offer us a practical and useful space, and a safe and welcoming one for clients. We continue to be well resourced and the generation of unique art pieces by various clients continues unabated. Our standard offering remains eight counselling sessions to every client, with an additional initial assessment meeting for our secondary age and above clients and a parent/counsellor meeting for all primary age clients. We remain committed to the provision of free counselling for all. Both the primary and secondary waiting lists have remained open for the duration of the year, with our primary list being consistently high, and we have continued to prioritise resources to this list when required.

TSS's arrangement with the North Dartmoor PCN continued for the duration of 2024-25, extending the geographical coverage we could offer, to the benefit of more children and young people. Castle Ham Lodge, which hosts our Saturday counsellors working on behalf of the PCN, continues to provide a high quality space with a café and parking for convenience.

A number of staffing changes occurred during the year including the return of one counsellor from sabbatical leave, the departure of one staff counsellor at the end of their contract and the employment of a second primary age counsellor (in response to the sustained demand for such as described above). Towards the end of the year we ran a recruitment process to replace our Non-Clinical Coordinator, with our new member of staff due to start in April 2025. I would like to thank Mrs Pike, our outgoing Non-Clinical Coordinator, for her many years of hard work and enthusiasm for the charity and its aims. Most parents and clients will have spoken to or dealt with Mrs Pike, who has many organisational and safeguarding skills. We also look to the future in welcoming Mrs Du Pre as her replacement and wish her every success in her new role.

During the year we were able to review some of our processes, refining our paper referral form (the majority of our referrals are now made online via our website) and note taking processes. We have maintained our focus on secure and comprehensive safeguarding procedures and such practices are now well embedded amongst our personnel. Safeguarding training and refreshers provided by TSS assist in these efforts.

With a core of 12-14 personnel, TSS has been able to offer in excess of 55 counselling sessions every week during the year. This represents a minimum of 2,145 sessions across the academic year, a huge achievement for TSS and a significant resource for the local community.

We look to the future with continued enthusiasm and ambition to provide a service designed to work in the best interests of every child or young person referred.

## Tor Support Services

### Trustees' Report (continued)

Figures for 2024-25 are given below - figures for 2023-24 are given in brackets where applicable:

In the year from 1 April 2024 to 31 March 2025, we received a total of 275 (256) referrals, an increase of 7.4%. Of these, we worked with 217 (205) clients. The age range of clients was 94 (74) aged 5-10, 146 (153) aged 11-15, 27 (21) aged 16-18 and 8 (8) between 19 and 25. The data demonstrates both the increase in the total number of referrals and the increase in younger children (under 10) being referred to the service. The level of need across all our clients remains high.

In this year, 53% (63%) of our clients were students at Okehampton College and 33% (29%) from primary schools. 33% of referrals were made by Okehampton College/DMAT staff, 30% by the parent/carer, 11% by a GP and 3% by Self.

The top five presenting issues for secondary age and older clients were anxiety/stress (90%), anger (67%), self-esteem (63%), depression (56%) and school/academic (51%). In numbers fairly consistent with last year, 22% of clients presented stating they had suicide ideation and 20% presented with self-harm.

Post counselling analysis shows that, for clients for which we have data, 89% of clients reported an improvement in their overall wellbeing following counselling. We can also see that 94% of clients agreed with the statement 'The counsellor helped me to understand my situation and feelings', 87% agreed 'I feel more positive since going for counselling' and 96% agreed that 'I understood that what I said to the counsellor would be confidential unless I was at risk'. In addition, 65% agreed their family relationships had improved since going for counselling and 67% agreed 'I feel more able to cope at school since having counselling'. One change noticeable from the feedback was that very few clients worried about other people knowing they were coming to counselling and most were comfortable telling their friends. Other comments about TSS included 'Having a safe space to talk about my thoughts and feelings without judgement' and 'Thank you very much!'

#### **Public benefit**

In planning our activities for the year we have kept in mind the Charity Commission guidance on public benefit.

The trustees confirm that they have complied with the requirements of section 17 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales.

#### **Financial review**

Continuing the outcome set in 2023-2024 in which a surplus of £24,725 was recorded, in 2024-2025, the fundraising team again met with significant success resulting in a further surplus on the year of £6,577.

#### **Policy on reserves**

As at 31 March 2025, the charity had reserves totalling £70,279 of which £26,382 is unrestricted. This level of unrestricted reserves equates to approximately 7 months of unrestricted expenditure. The trustees believe that the unrestricted reserves held are adequate to enable the charity to continue.

#### **Plans for future periods**

##### ***Aims and key objectives for future periods***

The trustees will continue to achieve the objectives of the charity and look to increase incoming resources. A revised business plan for the next three years is in the process of being written.

## **Tor Support Services**

### **Trustees' Report (continued)**

#### **Trustees and officers**

During 2024-2025 the Board of Trustees changed with the resignation of Helene Cox after five years of service as a mainstay of the fundraising team, of Anna-Marie Tooth after a somewhat shorter but nevertheless most successful period as a member of the fundraising team and of Bernice Hachipuka,

New appointments of Rachael Luxton, Jacqui Cornish, Victoria Bunney and Sulina Tulloch were made in July. Jacqui Cornish subsequently resigned in January 2025. As at 31 March 2025, the Board comprises: Kathryn Vile (Chair), Kim Whittle (Secretary), Tony Barker (Treasurer), Victoria Bunney, Kerrie-Ann Hancock, Jane Lake, Mervin Scott, Emma Sircar, Sulina Tallack and Rachael Luxton.

## Tor Support Services

### Trustees' Report (continued)

#### Statement of Trustees' Responsibilities

The trustees are responsible for preparing the trustees' report and the financial statements in accordance with the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and applicable law and regulations.

The law applicable to charities requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charities (Accounts and Reports) Regulations 2008, and the provisions of the constitution. The trustees are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

The annual report was approved by the trustees of the charity on 10 July 2025 and signed on its behalf by:



Kathryn Vile  
Trustee



Anthony Barker  
Trustee

## Tor Support Services

### Independent Examiner's Report to the trustees of Tor Support Services

I report to the trustees on my examination of the accounts of Tor Support Services for the year ended 31 March 2025.

#### Responsibilities and basis of report

As the charity trustees of Tor Support Services 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 Tor Support Services's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the 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 Tor Support Services 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 accounting 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 have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



.....  
Robyn Gifford-England ACA  
Westcotts (SW) LLP  
Independent Examiner  
Timberly  
South Street  
Axminster  
Devon  
EX13 5AD

Date: 31 July 2025

## Tor Support Services

### Statement of Financial Activities for the Year Ended 31 March 2025

	Note	Unrestricted funds £	Restricted funds £	Total 2025 £	Total 2024 £
<b>Income and Endowments from:</b>					
Donations and legacies	2	21,243	67,325	88,568	94,040
Charitable activities	3	-	22,400	22,400	21,075
Investment income	4	1,793	-	1,793	1,099
Total income		23,036	89,725	112,761	116,214
<b>Expenditure on:</b>					
Charitable activities	5	(41,951)	(64,356)	(106,307)	(91,931)
Total expenditure		(41,951)	(64,356)	(106,307)	(91,931)
Gains/losses on investment assets		-	123	123	442
Net (expenditure)/income		(18,915)	25,492	6,577	24,725
Gross transfers between funds		21,506	(21,506)	-	-
Net movement in funds		2,591	3,986	6,577	24,725
<b>Reconciliation of funds</b>					
Total funds brought forward		23,791	39,911	63,702	38,977
Total funds carried forward 16		26,382	43,897	70,279	63,702

All of the charity's activities derive from continuing operations during the above two periods.

The funds breakdown for 2024 is shown in note 16.

## Tor Support Services

(Registration number: 1163407)  
Balance Sheet as at 31 March 2025

	Note	2025 £	2024 £
<b>Fixed assets</b>			
Tangible assets	11	322	167
Investments	12	19,225	19,102
		<u>19,547</u>	<u>19,269</u>
<b>Current assets</b>			
Cash at bank and in hand	14	53,794	47,137
<b>Creditors: Amounts falling due within one year</b>	15	<u>(3,062)</u>	<u>(2,704)</u>
<b>Net current assets</b>		<u>50,732</u>	<u>44,433</u>
<b>Net assets</b>		<u>70,279</u>	<u>63,702</u>
<b>Funds of the charity:</b>			
<b>Restricted income funds</b>			
Restricted funds		43,897	39,911
<b>Unrestricted income funds</b>			
Unrestricted funds		<u>26,382</u>	<u>23,791</u>
<b>Total funds</b>	16	<u>70,279</u>	<u>63,702</u>

The financial statements on pages 8 to 21 were approved by the trustees, and authorised for issue on 10 July 2025 and signed on their behalf by:



Kathryn Vile  
Trustee



Anthony Barker  
Trustee

## **Tor Support Services**

### **Notes to the Financial Statements for the Year Ended 31 March 2025**

#### **1 Accounting policies**

##### **Statement of compliance**

The financial statements have been prepared in accordance with the second edition of the Charities Statement of Recommended Practice issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Charities Act 2011.

##### **Basis of preparation**

Tor Support Services meets the definition of a public benefit entity under FRS 102. The accounts (financial statements) have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these accounts.

##### **Going concern**

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

##### **Income and endowments**

Voluntary income including donations, gifts, legacies and grants that provide core funding or are of a general nature is recognised when the charity has entitlement to the income, it is probable that the income will be received and the amount can be measured with sufficient reliability.

##### ***Donations and legacies***

Donations and legacies are recognised on a receivable basis when receipt is probable and the amount can be reliably measured.

##### ***Grants receivable***

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

##### **Expenditure**

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

##### ***Charitable activities***

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

## Tor Support Services

### Notes to the Financial Statements for the Year Ended 31 March 2025 (continued)

#### Governance costs

These include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustees meetings and reimbursed expenses.

#### Taxation

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

#### Tangible fixed assets

Individual fixed assets costing £100.00 or more are initially recorded at cost.

#### Depreciation and amortisation

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

<b>Asset class</b>	<b>Depreciation method and rate</b>
Equipment	3 years

#### Fixed asset investments

Fixed asset investments, other than programme related investments, are included at market value at the balance sheet date. Realised gains and losses on investments are calculated as the difference between sales proceeds and their market value at the start of the year, or their subsequent cost, and are charged or credited to the Statement of Financial Activities in the period of disposal.

Unrealised gains and losses represent the movement in market values during the year and are credited or charged to the Statement of Financial Activities based on the market value at the year end.

#### Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

#### Fund structure

Unrestricted income funds are general funds that are available for use at the trustees discretion in furtherance of the objectives of the charity.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

## Tor Support Services

### Notes to the Financial Statements for the Year Ended 31 March 2025 (continued)

#### Financial instruments

##### **Classification**

Financial assets and financial liabilities are recognised when the charity becomes a party to the contractual provisions of the instrument.

##### **Recognition and measurement**

Basic financial instruments are initially recorded at the amount receivable or payable including any related transaction costs, unless the arrangement constitutes a financing transaction, where is recognised at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

#### 2 Income from donations and legacies

	Unrestricted funds General £	Restricted funds £	Total 2025 £
Donations and legacies;			
Donations	1,755	-	1,755
Grants, including capital grants;			
Grants received	19,488	67,325	86,813
	<u>21,243</u>	<u>67,325</u>	<u>88,568</u>

	Unrestricted funds General £	Restricted funds £	Total 2024 £
Donations and legacies;			
Donations	14,911	-	14,911
Grants, including capital grants;			
Grants received	21,000	58,129	79,129
	<u>35,911</u>	<u>58,129</u>	<u>94,040</u>

#### 3 Income from charitable activities

	Restricted funds £	Total 2025 £
Charitable Activities	<u>22,400</u>	<u>22,400</u>

## Tor Support Services

### Notes to the Financial Statements for the Year Ended 31 March 2025 (continued)

	<b>Restricted funds £</b>	<b>Total 2024 £</b>
Charitable Activities	21,075	21,075

#### 4 Investment income

	<b>Unrestricted funds General £</b>	<b>Total 2025 £</b>
Investment income	1,793	1,793
	<u>1,793</u>	<u>1,793</u>

	<b>Unrestricted funds General £</b>	<b>Total 2024 £</b>
Investment income	1,099	1,099
	<u>1,099</u>	<u>1,099</u>

#### 5 Expenditure on charitable activities

	<b>Note</b>	<b>Unrestricted funds General £</b>	<b>Restricted funds £</b>	<b>Total 2025 £</b>
Salaries & staff costs incl supervision		26,260	45,121	71,381
Travel/ volunteer expenses		346	1,783	2,129
Office costs - other		3,761	295	4,056
Training		259	1,100	1,359
Depreciation		240	35	275
Session resources		8,007	16,022	24,029
Bank charges		319	-	319
Fundraising expenses		216	-	216
Insurance		772	-	772
Governance costs	6	1,771	-	1,771
		<u>41,951</u>	<u>64,356</u>	<u>106,307</u>

## Tor Support Services

### Notes to the Financial Statements for the Year Ended 31 March 2025 (continued)

	<b>Note</b>	<b>Unrestricted funds General £</b>	<b>Restricted funds £</b>	<b>Total 2024 £</b>
Salaries & staff costs incl supervision		9,173	47,876	57,049
Memberships		-	285	285
Travel/ volunteer expenses		2,092	-	2,092
Office costs - other		3,344	-	3,344
Training		206	1,275	1,481
Depreciation		206	35	241
Session resources		-	24,876	24,876
Bank charges		81	-	81
Fundraising expenses		241	-	241
Insurance		772	-	772
Governance costs		1,469	-	1,469
		<b>17,584</b>	<b>74,347</b>	<b>91,931</b>

## Tor Support Services

### Notes to the Financial Statements for the Year Ended 31 March 2025 (continued)

#### 6 Analysis of governance and support costs

##### Support costs allocated to charitable activities

	Governance costs £	Total funds £
Charitable Activities	1,771	1,771
<b>Total for 2024</b>	<b>1,469</b>	<b>1,469</b>

Legal fees

Other governance costs

**Total for 2025**

**Total for 2024**

#### 7

Net incoming resources for the year include:

	2025 £	2024 £
Depreciation of fixed assets	275	241

#### 8 Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

No trustees have received any reimbursed expenses or any other benefits from the charity during the year.

#### 9 Independent examiner's remuneration

	2025 £	2024 £
Examination of the financial statements	840	650

## Tor Support Services

### Notes to the Financial Statements for the Year Ended 31 March 2025 (continued)

#### 10 Taxation

The charity is a registered charity and is therefore exempt from taxation.

#### 11 Tangible fixed assets

	Furniture and equipment £	Total £
<b>Cost</b>		
At 1 April 2024	2,370	2,370
Additions	430	430
At 31 March 2025	<u>2,800</u>	<u>2,800</u>
<b>Depreciation</b>		
At 1 April 2024	2,203	2,203
Charge for the year	275	275
At 31 March 2025	<u>2,478</u>	<u>2,478</u>
<b>Net book value</b>		
At 31 March 2025	<u>322</u>	<u>322</u>
At 31 March 2024	<u>167</u>	<u>167</u>
<b>12 Fixed asset investments</b>		
	<b>2025</b>	<b>2024</b>
	£	£
Other investments	<u>19,225</u>	<u>19,102</u>

## Tor Support Services

### Notes to the Financial Statements for the Year Ended 31 March 2025 (continued)

#### Other investments

	Listed investments £	Total £
<b>Cost or Valuation</b>		
At 1 April 2024	19,102	19,102
Fair value movement	123	123
At 31 March 2025	19,225	19,225
<b>Net book value</b>		
At 31 March 2025	19,225	19,225
At 31 March 2024	19,102	19,102

#### 13 Debtors

**2025**  
£

#### 14 Cash and cash equivalents

	2025 £	2024 £
Cash at bank	53,794	47,137

#### 15 Creditors: amounts falling due within one year

	2025 £	2024 £
Trade creditors	2,222	2,054
Accruals	840	650
	3,062	2,704

**Tor Support Services**

**Notes to the Financial Statements for the Year Ended 31 March 2025 (continued)**

**16 Funds**

	Balance at 1 April 2024 £	Incoming resources £	Resources expended £	Transfers £	Other recognised gains/(losses) £	Balance at 31 March 2025 £
<b>Unrestricted funds</b>						
<i>General</i>						
General Unrestricted Funds	23,791	23,036	(41,951)	21,506	-	26,382
<b>Restricted funds</b>						
United Charities	-	23,558	(23,558)	-	-	-
Investments held	19,102	-	-	-	123	19,225
Awards for All	5,709	19,000	(9,758)	-	-	14,951
The Gibbons Family Foundation	-	3,000	(3,000)	-	-	-
Devon Community Foundation	-	5,000	(1,320)	-	-	3,680
Primary Care Network	11,228	22,400	(12,122)	(21,506)	-	-
Newby Trust	2,099	5,000	(5,795)	-	-	1,304
South West Water	1,773	-	(536)	-	-	1,237
Pixel	-	3,500	-	-	-	3,500
CLASP	-	8,267	(8,267)	-	-	-
	39,911	89,725	(64,356)	(21,506)	123	43,897
<b>Total funds</b>	63,702	112,761	(106,307)	-	123	70,279

## Tor Support Services

### Notes to the Financial Statements for the Year Ended 31 March 2025 (continued)

	Balance at 1 April 2023 £	Incoming resources £	Resources expended £	Other recognised gains/(losses) £	Balance at 31 March 2024 £
<b>Unrestricted funds</b>					
<b>General</b>					
General Unrestricted Funds	4,365	37,010	(17,584)	-	23,791
<b>Restricted funds</b>					
United Charities	112	21,880	(21,992)	-	-
Investments held	18,660	-	-	442	19,102
Awards for All	3,785	9,973	(8,049)	-	5,709
Postcode Lottery Fund	4,553	14,468	(19,021)	-	-
Farringdon House	5,898	-	(5,898)	-	-
Devon Community Foundation	1,604	5,000	(6,604)	-	-
Primary Care Network	-	21,075	(9,847)	-	11,228
Newby Trust	-	5,000	(2,901)	-	2,099
South West Water	-	1,808	(35)	-	1,773
	34,612	79,204	(74,347)	442	39,911
<b>Total funds</b>	38,977	116,214	(91,931)	442	63,702

## **Tor Support Services**

### **Notes to the Financial Statements for the Year Ended 31 March 2025 (continued)**

The specific purposes for which the funds are to be applied are as follows:

The investment fund is restricted in that the capital can not be disposed.

Any income arising from the investments is available to be spent at the discretion of the trustees.

United Charities - this fund is for the cost of conducting counselling sessions.

Awards 4 All - this fund is for the cost of conducting counselling sessions.

Farringdon Trust - this fund is for the cost of conducting counselling sessions.

Devon Community Foundation - this fund is for the cost of conducting counselling sessions.

Primary Care Network - this fund is used (a) to meet the costs of conducting counselling sessions on the 39 Saturdays each year that fall within school term time and (b) towards the general costs of conducting other counselling sessions throughout the year. The unspent balance each year is transferred to unrestricted funds.

Newby - this fund makes a contribution towards the various costs of conducting counselling sessions.

South West Water - this fund is to be used for the purchase of items for inclusion in session resources.

CLASP funds - this fund is administered through the Devon Community Foundation and is specifically awarded to cover the costs of counselling for those who have expressed a suicidal tendency.

The Gibbons Family Foundation - this fund is for the general costs of conducting counselling sessions.

The Pixel Fund - this fund is for the general costs of conducting counselling sessions.

## Tor Support Services

### Notes to the Financial Statements for the Year Ended 31 March 2025 (continued)

#### 17 Analysis of net assets between funds

	<b>Unrestricted funds General £</b>	<b>Restricted funds £</b>	<b>Total funds at 31 March 2025 £</b>
Tangible fixed assets	287	35	322
Fixed asset investments	-	19,225	19,225
Current assets	29,157	24,637	53,794
Current liabilities	(3,062)	-	(3,062)
Total net assets	26,382	43,897	70,279

	<b>Unrestricted funds General £</b>	<b>Restricted funds £</b>	<b>Total funds at 31 March 2024 £</b>
Tangible fixed assets	97	70	167
Fixed asset investments	-	19,102	19,102
Current assets	26,398	20,739	47,137
Current liabilities	(2,704)	-	(2,704)
Total net assets	23,791	39,911	63,702

#### 18 Related party transactions

There were no related party transactions in the year (2024: none).



**TOR SUPPORT SERVICES**

England & Wales - Charity number 1163407

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# Accounts

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## **Tor Support Services Annual Report 2023-2024**

### **Chair of Trustees of Tor Support Services**

This financial year has been one of steady expansion and consolidation for Tor Support with a growth in client numbers and happily an increase in our funding levels. There is a continuing need for mental health support for children and young people. According to the government report Mental Health of Children and Young People in England, 2023 about 1 in 5 children and young people between the ages of 8 and 25 have a probable mental disorder. Concerns around bullying, particularly on-line, climate change, health and family poverty were among the issues identified in this report. New statistics from NHS England show that more than a quarter of a million children and young people are still waiting for mental health support after being referred to the statutory Children and Young People's Mental Health Services (CYPMHS) in 2022-23 .

This national picture is reflected in the cases we see at Tor Support. Over this year we have supported 205 clients and it is concerning to hear that the counsellors feel that there is an increased level of need with high levels of suicidal ideation and self-harm. There continues to be an increase in growth in the numbers of primary aged children being referred to us.

We had significant changes to the office administration staff at the beginning of the year with Debbie Andrews, our long term co-ordinator leaving this role, and concentrating on her other role as a supervisor. I want to thank Debbie very much for all her hard work over many years and in particular through the tough times of the pandemic. We are very glad that she remains part of the Tor Support Family.

Nicola Frost our Service Manager has worked very hard over the year and I and the trustees are very grateful for her dedication to the clients and the team. Her regular reports are very much appreciated as well as her innovative contributions to discussions concerning the direction of the service.

Mel Pike has stepped up into the role of non-clinical co-ordinator taking on most of the tasks that Debbie vacated as well as continuing with the administrative and the managerial role that she was already performing. As might have been predicted she has grasped this with both hands and is doing a great job.

Helen Seaton-Burn continues in her service co-ordinator role one day a week and has also taken on a lot of the initial assessments.

Both Nicola and Mel have taken on a safe-guarding roles as deputy designated safeguarding leads and they are supported in this by our designated safeguarding lead Helen Seaton-Burn and by our safeguarding trustee, Jane Lake.

Rachel Hirsch who is our trauma specialist counsellor took a year's sabbatical from counselling but continued with her role as supervisor. Whilst she was away Emma White stepped in to her shoes taking on some of the more complex clients and also doing some of the initial assessments of the clients previously done by Debbie.

Our other employee is Karen Hedges who is a specialist primary age counsellor and as mentioned before is dealing with an increasing number of referrals of children in this age group. Some of the

other counsellors have started seeing some of these younger children but Karen takes on the bulk of them and particularly the more complex cases and her expertise is very much appreciated.

As an organisation dependent on volunteers we have inevitably seen quite a lot of comings and goings amongst the volunteer counsellors who are often with us for relatively short periods during their training. During this time we said good-bye to Nicola Collinson, Devette Short, Julie Lloyd, Sally Parkins and Sharon Stevens. Patrycja Wojnarowska has been volunteering tirelessly throughout this period and I thank her for her commitment to us. Carey Ehrenberg volunteered for TSS for very many years - almost from the start but unfortunately due to family circumstances she has had to step down.

I would like to thank Carey especially, but also all the others who have given of their time and expertise over many years. We welcomed on board Madeline Bailey, Danielle O'Reilly, Justin Lewis and Mario Hall.

As well as employed and volunteer counsellors we retain the services of external independent practitioners (EIPs). These are trained counsellors - most of whom have volunteered with TSS in the past and now have independent practices and we buy in their services as required. I would like to thank Antonella Depetro, Nikki Ellis, Jackie Skinner, Julia Pearsall and Sonia Lee who have worked with us over this period.

We also have 2 external supervisors who support the counsellors in their work - Debbie Andrews and Emma Amara along with Rachel Hirsch who is our internal supervisor. This is a very important role and ensures that our counsellors practice safely and effectively within BACP guidelines. Thank you for their work.

Amongst the trustees we have had one very sad loss- Marilyn Livingstone who was our school liaison trustee unfortunately died in August 2023. Marilyn was extraordinary - huge energy, enthusiasm and a love of life. She is very much missed by all of us who came to know her.

We have however had 4 new trustees join in this period, very much strengthening the trustee board with their expertise. Kim Whittle who has experience in the charity sector is our new secretary, Dr Emma Sircar from Okehampton Medical Centre is the the Mental Health Lead for the local Primary Care Trust, Jane Lake is an expert in Safeguarding and Karrie-Ann Hancock is a deputy designated safe-guarding lead at Okehampton College and is now the school liaison lead and Vice-Chair of TSS.

The other trustees who remain with TSS are Tony Barker (Treasurer), Merv Scott (IT and GDPR Lead) Helene Cox and Anna Tooth (Joint fund raising lead). Thank you to them for all their hard work.

In the new financial year we have further developed the depth of our trustee group by taking on 4 further new trustees. Rachael Luxton is taking on an HR role, with Jacqui Cornish, Victoria Bunney and Sulina Tallack joining the fund-raising team as Anna has stepped down and Helene will later this year. With so many new trustees I believe this will give us an opportunity to reflect on what we do and how we do it and take on some new ideas.

Of course none of our work would be possible without our very generous funders. As our Tony, our treasurer, will detail in his report funding has been better this financial year and this is in large part due to the enormously hard work and dedication of Helene and Anna our fundraisers.

Our first thanks must go to Okehampton United Charities who have supported us through thick and thin, the good years and the bad and without whom it is doubtful we would still be functioning. I believe they, Okehampton Town Council and Okehampton Hamlets Parish Council, who are also long term supporters, can see the benefits that we can bring to our local young people and that by supporting us they are investing in the health of the future of the community.

Another notable and remarkable source of funds was from James Rowley's treadmill-a-thon. Over 100miles on a treadmill in 24 hours and a grand total of over £4,500 was truly amazing. In addition this was matched by a further donation of £5,000 from Jan Jago from the SJP foundation. We are deeply grateful to both. The treasurer's report details all our other donors and our huge thanks goes to each and everyone of them.

Looking to the future I believe the priority for Tor Support is looking at ways of managing the waiting lists, particularly for the primary age children, so that waits for our service are not too long. We are aware that for many children and young people there are no other options for this kind of service open to them. We are always looking for ways to up-skill our counsellors and are keen to find new and innovative ways of developing the service.

Kathryn Vile  
Chair of Tor Support Services  
October 2024

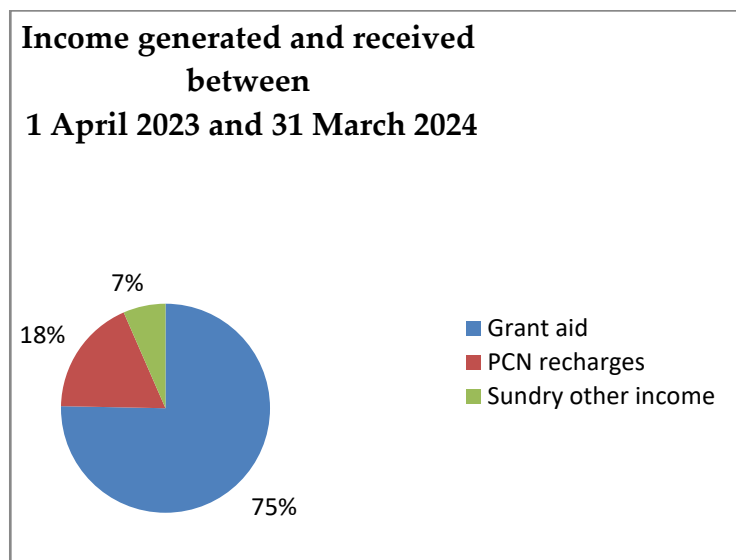
### **Financial report on the 2023-2024 operational year from the Treasurer**

Grant aid received in response to bids made to individual funds remains our main source of income. Having come through two years in which expenditure outstripped income by considerable amounts, we started off the year in April 2023 with a total asset value of £38,977 of which £18,660 was held in an investment fund. In each of those two years Trustees had been faced with the difficult decision whether to reduce activity levels and costs or whether to carry on 'as normal' with the hope that fundraising would be more successful. The story of those two years is summarised in the figures shown below:

	Budget approved	Actual expenditure	Actual income	Operating loss
2021-2022	81,000	81,028	45,784	37,125
2022-2023	100,748	101,814	81,709	21,754

Thankfully, fundraising efforts in 2023-2024 have been met with much greater success, and amounted to £87,526 in awards of grant aid, £21,074 generated by the Saturday counselling sessions in partnership with the North Dartmoor Primary Care Network (PCN) and £7,614 in sundry donations and other income; a grand total of £116,214.

The pie-chart below gives an indication of the balance between these income streams. Given that the income from the PCN arrangement needs to be set against the costs of operating the scheme, the chart illustrates how dependent Tor Support Services is on grant aid support from third-party funders. The *Sundry other income* includes the magnificent contribution of over £4,500 from sponsorship for James Rowley's 24-hour 'treadmill-a-thon'.



Organisations that were able to continue their support to us were Okehampton United Charities, Okehampton Town Council, Okehampton Hamlets Parish Council, the National Lottery in the guise of Awards for All, the Newby Trust, Devon County Council under a variety of guises, the Farringdon House School Trust, the Postcode Local Trust, the Albert Hunt Trust, South West Water and the Viscount Amory Trust.

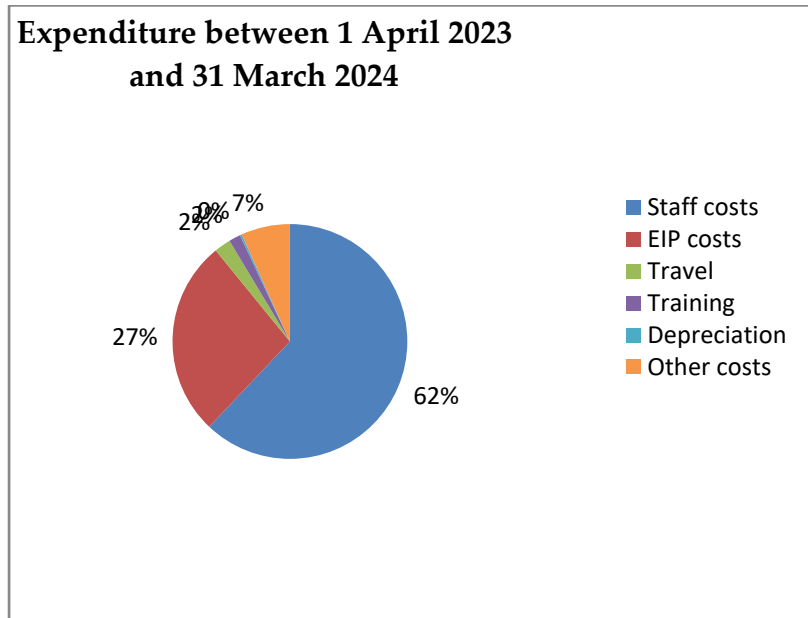
In addition, grants were awarded by a significant number of new funders, namely the Woodward Charitable Trust, the Samela Charitable Trust, Devon Mental Health Alliance, VB Farms, SJP Foundation, Redrow Housing, the Norman Family Trust and the Brothers Trust. We are most grateful to all of them for their support.

Their various contributions are set out in the table below.

Source	Amount
Devon Community Foundation	1,966.00
Farringdon House School Trust	5,898.00
<b>Received before 1 April 2023</b>	<b>7,864.00</b>
Viscount Amory Trust	1,000.00
Okehampton Hamlets PC	500.00
	21,880.0
Okehampton United Charities	0
Devon Community Foundation	5,000.00
Devon Mental Health Alliance	647.49
Okehampton Town Council	3,000.00
Devon County Council Locality Budget	500.00
Albert Hunt Trust	3,000.00
	14,468.0
Post Code Local Trust	0
Awards for All	9,973.00
Devon County Council Growing Communities Fund	1,000.00
Samela Charitable Trust	1,000.00
Woodward Charitable Trust	1,000.00
VB Farms	5,000.00
The Brothers Trust	5,000.00

Newby Trust	5,000.00
South West Water	1,808.45
SJP Foundation	5,000.00
Redrow Housing	1,250.00
Norman Family Trust	1,500.00
<b>Received in the operational year to 31 March 2024</b>	<b>87,526.94</b>
<b>Grand total</b>	<b>95,390.94</b>

As usual, expenditure was mainly on the core service delivery costs of our staff salaries and payments made to our External Independent Practitioners (EIPs) for conducting counselling sessions as can be seen in the pie chart below.



With the year having recorded a very welcome return to an operating surplus, at the end of March 2024 our total assets had recovered to £63,702 which represents a much healthier basis on which to plan our activity level.

The Trustees have, as always, paid due regard to the Charity Commission's guidance on public benefit when deciding on the appropriateness of expenditure on particular activity. The financial records for Tor Support Services have been subject to external examination by Westcotts

(Chartered Accountants) and are deemed to be a true and fair reflection of the finances. A full copy of their report can be found on our website at [www.torsupportservices.org.uk](http://www.torsupportservices.org.uk).

Tony Barker  
Treasurer Trustee  
October 2024

### **Service Managers Report 2023-2024**

2023-24 has been a year of both consolidation and continued growth at Tor Support Services (TSS). Consolidation as we have continued to work in and acclimatise to our new premises, enjoying all the facilities they offer, and growth as we see staffing changes and client numbers increase.

Our office suite continues to serve us well, with our well-fitted counselling rooms, and we are able to provide a good stock of practical resources to our counsellors, including craft materials, masks, salt jars etc. We have a wide collection of art work and sculptures (clay and foam) created by all ages of clients, making our counselling rooms welcoming and personal.

We continue to offer a course of eight sessions to every one of our clients, with an additional initial assessment meeting for our secondary age and above clients and a parent/counsellor meeting for primary age and Saturday PCN referrals. Our core offering of free counselling remains unchanged for all our clients.

On a positive note, both our primary and secondary waiting lists have remained open for the entirety of the year with no closures, although the number of clients waiting has remained high for both. TSS has been able to keep the lists open due to management of its counselling capacity by facilitating additional counsellors to work with age 10 clients and enhancing capacity through recruitment of placement counsellors.

At the beginning of the year there were some changes to the staff roles at TSS following the departure of Debbie Andrews, one of our long standing Joint Service Co-ordinators. We extend our thanks to Debbie for all her hard work over the years. In addition, one of our staff counsellors, Rachel Hirsch, made the decision to take a sabbatical from her role for the year. In response, the Service Manager worked with the Trustees to identify the key staffing priorities for Tor. As a result, we recruited one new staff counsellor, Emma White, an experienced counsellor adept at working with trauma. TSS also promoted Mel Pike to the new role of Non-Clinical Co-ordinator with increased working hours to take on the additional administrative tasks and work alongside our remaining Service Co-ordinator.

To further facilitate our counsellors and ensure coverage also the entire working week, Nicola Frost (Service Manager) and Mel Pike both undertook their Level 3 Safeguarding training. This enhances our safeguarding capability, with Helen Seaton-Burn remaining as Designated Safeguarding Lead.

In addition, in November, TSS agreed the renewal of its contract with North Dartmoor Primary Care Network for the provision of two counsellors for four hours each on Saturdays at Castle Ham Lodge. This provision has enhanced our capacity across the wider PCN area and secured an income stream for the charity.

Figures for 2023-24 are given below – figures for 2022-23 are given in brackets where applicable:

During this financial year, we received a total of 256 (234) referrals – a 9.4% increase. Of these, we have worked with 205 (182) clients within the year. The age range of clients was 74 (71) aged 5-10, 153 (137) aged 11-15, 21 (22) aged 16-18 and 8 (4) between 19 and 25. This data demonstrates both the increase in total number of referrals and the sustained number of primary age referrals. Anecdotally, we have noted an increase in the level of need across all our clients during this period.

In this year, 63% (59%) of our clients were students at Okehampton College, 29% (30%) from primary schools, with the remaining 8% (11%) either no longer in education, home schooled or at another secondary school.

The top five presenting issues for secondary age and above clients were anxiety/stress (94%), anger (75%), self-esteem (71%), family (70%) and school/academic (63%). 22% of clients presented stating they had suicide ideation and nearly a quarter (24%) presented with self-harm.

Post counselling analysis shows that 77% of clients reported an improvement in their overall wellbeing following counselling. We can also see that 90% of clients agreed with the statement 'The counsellor helped me to understand my situation and my feelings', 97% would recommend counselling to their friends and 98.5% agreed that 'I understood that what I said to the counsellor would be confidential unless I was at risk'. In addition, 58% agreed that they felt more able to cope at school since having counselling and 60% agreed that family relationships have improved. Two comments we received were 'Being able to talk openly, nice people, feeling of confidentiality' and 'I'm really glad I attended, I've had a very positive experience'.

Nicola Frost

Service Manager

October 2024

Charity registration number: 1163407

# Tor Support Services

Annual Report and Financial Statements

for the Year Ended 31 March 2024

## **Tor Support Services**

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## **Tor Support Services**

### **Reference and Administrative Details**

#### **Trustees**

Kathryn Vile  
Anthony Barker  
Dr Emma Sircar  
Mervin Scott  
Kim Whittle  
Jane Lake  
Bernie Hachipuka  
Helene Cox  
Karrie-Anne Hancock  
Anna-Marie Tooth

#### **Charity Registration Number**

1163407

#### **Principal Office**

Okehampton College  
20 Mill Road  
Okehampton  
EX20 1PW

#### **Independent Examiner**

Westcotts (SW) LLP  
Independent Examiner  
Timberly  
South Street  
Axminster  
Devon  
EX13 5AD

## **Tor Support Services**

### **Trustees' Report**

The trustees present the annual report together with the financial statements of the charity for the year ended 31 March 2024.

#### **Structure, governance and management**

##### ***Nature of governing document***

Tor Support Services is a Charitable Incorporated Organisation (since September 2015) but has been a registered charity since November 2011. The charity is managed by its Trustee Board of 10.

##### ***Recruitment and appointment of trustees***

Where it is deemed that the Board of Trustees needs to be supplemented to fill specific skills gaps, invitations to apply to join the Board are placed on the website and elsewhere. Applicants are required to submit a formal application form and those deemed to be worth pursuing are interviewed by two Trustees prior to being invited to be in attendance at a full meeting of Trustees. This provides an opportunity for dialogue between the applicant(s) and the Trustees and permits the applicant(s) to judge whether they wish to proceed with their application or not. At the end of the meeting, the Trustees vote on whether the applicant(s)' membership of the Board should be approved or not.

##### ***Induction and training of trustees***

Trustees are inducted and trained in accordance with charity commission guidance.

##### ***Risk management***

###### ***Internal risks***

Risks to which the charity is exposed are regularly reviewed by the Trustees and steps taken as necessary to mitigate these.

Internal risks are minimised by procedures which require authorisation of all transactions and projects and a system of regular supervision and appraisal to ensure consistent quality of delivery of all operational aspects of the charitable company.

#### **Objectives and activities**

##### ***Objects and aims***

Tor Support Services provides a confidential counselling, information and advice service for children and young people between the ages of 5 and 25 and their families from our base at the community hub at Okehampton College.

Our counselling services is provided with a mixture of paid staff and volunteers with each counsellor receiving regular clinical supervision from a paid supervisor. Each child and young person requiring counselling is assessed by our co-ordinator who will explore initial presenting issues and assign the CYP to the most appropriate counsellor. We are members of the British Association of Counselling and Psychotherapy and adhere to its framework in the delivery of our service.

Our staff and volunteers are enhanced DBS checked every three years and all are required to complete Level 3 Safeguarding.

## Tor Support Services

### Trustees' Report (continued)

#### *Objectives, strategies and activities*

2023-24 has been a year of both consolidation and continued growth for TSS. Consolidation as we have continued to work in and acclimatise to our new premises, enjoying all the facilities they offer, and growth as we see staffing changes and client numbers increase.

Our office suite continues to serve us well, with our well-fitted counselling rooms, and we are able to provide a good stock of practical resources to our counsellors, including craft materials, masks, salt jars etc. We have a wide collection of art work and sculptures (clay and foam) created by all ages of clients, making our counselling rooms welcoming and personal.

We continue to offer a course of eight sessions to every one of our clients, with an additional initial assessment meeting for our secondary age and above clients and a parent/counsellor meeting for primary age and for clients referred within the North Dartmoor Primary Care Network (PCN) arrangement. Our core offering of free counselling remains unchanged for all our clients. The arrangement with the PCN to provide counselling services to clients on Saturdays during the school year which started in November 2022 has been working well and the contract for that arrangement was renewed in November 2023.

As a positive note, both our primary and secondary waiting lists have remained open for the entirety of the year with no closures, although the number of clients waiting has remained high for both. TSS has been able to keep the lists open due to management of its counselling capacity by facilitating additional counsellors to work with age 10 clients and enhancing capacity through recruitment of placement counsellors.

At the beginning of the year there were some changes to the staff roles at TSS following the departure of Debbie Andrews, one of our long standing Joint Service Co-ordinators. We extend our thanks to Debbie for all her hard work over the years. In addition, one of our staff counsellors, Rachel Hirsch, made the decision to take a sabbatical from her role for the year. In response, the Service Manager worked with the Trustees to identify the key staffing priorities for the service. As a result, we recruited one new staff counsellor, Emma White, an experienced counsellor adept at working with trauma. TSS also promoted Mel Pike to the new role of Non-Clinical Co-ordinator with increased working hours to take on the additional administrative tasks and work alongside our remaining Service Co-ordinator.

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Figures for 2023-24 are given below – figures for 2022-23 are given in brackets where applicable:

In the year from 1 April 2023 to 31 March 2024, we received a total of 256 (234) referrals – a 9.4% increase. Of these, we will work with 205 (182) clients. The age range of clients was 74 (71) aged 5-10, 153 (137) aged 11-15, 21 (22) aged 16-18 and 8 (4) between 19 and 25. This data demonstrates both the increase in total number of referrals and the sustained number of primary age referrals. Anecdotally, we have noted an increase in the level of need across all our clients during this period.

In this year, 63% (59%) of our clients were students at Okehampton College, 29% (30%) from primary schools, with the remaining 8% (11%) either no longer in education, home schooled or at another secondary school.

## **Tor Support Services**

### **Trustees' Report (continued)**

The top five presenting issues for secondary age and above clients were anxiety/stress (94%), anger (75%), self-esteem (71%), family (70%) and school/academic (63%). 22% of clients presented stating they had suicide ideation and nearly a quarter (24%) presented with self-harm.

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#### ***Public benefit***

In planning our activities for the year we have kept in mind the Charity Commission guidance on public benefit.

The trustees confirm that they have complied with the requirements of section 17 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales.

#### **Financial review**

In contrast to the two previous years, in which expenditure exceeded income by £35,244 and by £20,105, fundraising in 2023-2024 was much more successful. A total of £116,214 income was generated against total expenditure of £91,931 - a surplus of £24,283, which has made a welcome and timely addition to our accumulated fund.

#### ***Policy on reserves***

As at 31 March 2024, the charity had reserves totalling £63,702 of which £23,791 is unrestricted. This level of unrestricted reserves equates to approximately three months of overall expenditure. The trustees believe that the unrestricted reserves held are adequate to enable the charity to continue but endeavour to increase the level of unrestricted reserves.

#### **Plans for future periods**

##### ***Aims and key objectives for future periods***

The trustees will continue to achieve the objectives of the charity and look to increase incoming resources.

#### **Trustees and officers**

During 2023-2024 the Board of Trustees changed with the sad and untimely death of Marilyn Livingstone in July 2023 and the resignation after many years of service of Karen Nolan in October 2023. New appointments of Emma Sircar, Jane Lake, and Kerrie-Ann Hancock and Bernice Hachipuka were made in April, June and October 2023 respectively. As at 31 March 2024, the Board comprises: Kathryn Vile (Chair), Kim Whittle (Secretary), Tony Barker (Treasurer), Helene Cox, Bernice Hachipuka, Kerrie-Ann Hancock, Jane Lake, Mervin Scott, Emma Sircar and Anna-Marie Tooth.

## Tor Support Services

### Trustees' Report (continued)

#### Statement of Trustees' Responsibilities

The trustees are responsible for preparing the trustees' report and the financial statements in accordance with the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and applicable law and regulations.

The law applicable to charities requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charities (Accounts and Reports) Regulations 2008, and the provisions of the constitution. The trustees are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

The annual report was approved by the trustees of the charity on ..... and signed on its behalf by:

.....  
Kathryn Vile  
Trustee

.....  
Anthony Barker  
Trustee

## Tor Support Services

### Independent Examiner's Report to the trustees of Tor Support Services

I report to the trustees on my examination of the accounts of Tor Support Services for the year ended 31 March 2024.

#### Responsibilities and basis of report

As the charity trustees of Tor Support Services 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 Tor Support Services's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the 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 Tor Support Services 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 accounting 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 have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

.....  
Robyn Gifford-England ACA  
Westcotts (SW) LLP  
Independent Examiner  
Timberly  
South Street  
Axminster  
Devon  
EX13 5AD

Date:.....

## Tor Support Services

### Statement of Financial Activities for the Year Ended 31 March 2024

	Note	Unrestricted funds £	Restricted funds £	Total 2024 £	Total 2023 £
<b>Income and Endowments from:</b>					
Donations and legacies	2	35,911	58,129	94,040	80,137
Charitable activities	3	-	21,075	21,075	1,058
Investment income	4	1,099	-	1,099	514
Total income		37,010	79,204	116,214	81,709
<b>Expenditure on:</b>					
Charitable activities	5	(17,584)	(74,347)	(91,931)	(101,814)
Total expenditure		(17,584)	(74,347)	(91,931)	(101,814)
Gains/losses on investment assets		-	442	442	(1,649)
Net income/(expenditure)		19,426	5,299	24,725	(21,754)
Net movement in funds		19,426	5,299	24,725	(21,754)
<b>Reconciliation of funds</b>					
Total funds brought forward		4,365	34,612	38,977	60,731
Total funds carried forward	16	23,791	39,911	63,702	38,977

All of the charity's activities derive from continuing operations during the above two periods.

The funds breakdown for 2023 is shown in note 16.

## Tor Support Services

(Registration number: 1163407)  
Balance Sheet as at 31 March 2024

	Note	2024 £	2023 £
<b>Fixed assets</b>			
Tangible assets	11	167	303
Investments	12	19,102	18,660
		<u>19,269</u>	<u>18,963</u>
<b>Current assets</b>			
Debtors	13	-	1,691
Cash at bank and in hand	14	47,137	20,847
		<u>47,137</u>	<u>22,538</u>
<b>Creditors: Amounts falling due within one year</b>	15	<u>(2,704)</u>	<u>(2,524)</u>
<b>Net current assets</b>		<u>44,433</u>	<u>20,014</u>
<b>Net assets</b>		<u>63,702</u>	<u>38,977</u>
<b>Funds of the charity:</b>			
<b>Restricted income funds</b>			
Restricted funds		39,911	34,612
<b>Unrestricted income funds</b>			
Unrestricted funds		<u>23,791</u>	<u>4,365</u>
<b>Total funds</b>	16	<u>63,702</u>	<u>38,977</u>

The financial statements on pages 7 to 20 were approved by the trustees, and authorised for issue on ..... and signed on their behalf by:

.....  
Kathryn Vile  
Trustee

.....  
Anthony Barker  
Trustee

## **Tor Support Services**

### **Notes to the Financial Statements for the Year Ended 31 March 2024**

#### **1 Accounting policies**

##### **Statement of compliance**

The financial statements have been prepared in accordance with the second edition of the Charities Statement of Recommended Practice issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Charities Act 2011.

##### **Basis of preparation**

Tor Support Services meets the definition of a public benefit entity under FRS 102. The accounts (financial statements) have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these accounts.

##### **Going concern**

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

##### **Income and endowments**

Voluntary income including donations, gifts, legacies and grants that provide core funding or are of a general nature is recognised when the charity has entitlement to the income, it is probable that the income will be received and the amount can be measured with sufficient reliability.

##### ***Donations and legacies***

Donations and legacies are recognised on a receivable basis when receipt is probable and the amount can be reliably measured.

##### ***Grants receivable***

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

##### **Expenditure**

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

##### ***Charitable activities***

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

## Tor Support Services

### Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)

#### Governance costs

These include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustees meetings and reimbursed expenses.

#### Taxation

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

#### Tangible fixed assets

Individual fixed assets costing £100.00 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

#### Depreciation and amortisation

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

<b>Asset class</b>	<b>Depreciation method and rate</b>
Equipment	3 years

#### Fixed asset investments

Fixed asset investments, other than programme related investments, are included at market value at the balance sheet date. Realised gains and losses on investments are calculated as the difference between sales proceeds and their market value at the start of the year, or their subsequent cost, and are charged or credited to the Statement of Financial Activities in the period of disposal.

Unrealised gains and losses represent the movement in market values during the year and are credited or charged to the Statement of Financial Activities based on the market value at the year end.

#### Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

#### Fund structure

Unrestricted income funds are general funds that are available for use at the trustees discretion in furtherance of the objectives of the charity.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

## Tor Support Services

### Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)

#### Financial instruments

##### **Classification**

Financial assets and financial liabilities are recognised when the charity becomes a party to the contractual provisions of the instrument.

##### **Recognition and measurement**

Basic financial instruments are initially recorded at the amount receivable or payable including any related transaction costs, unless the arrangement constitutes a financing transaction, where is recognised at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

#### 2 Income from donations and legacies

	<b>Unrestricted funds General £</b>	<b>Restricted funds £</b>	<b>Total 2024 £</b>
Donations and legacies;			
Donations	14,911	-	14,911
Grants, including capital grants;			
Grants received	21,000	58,129	79,129
	<u>35,911</u>	<u>58,129</u>	<u>94,040</u>

	<b>Unrestricted funds General £</b>	<b>Restricted funds £</b>	<b>Total 2023 £</b>
Donations and legacies;			
Donations	2,137	-	2,137
Grants, including capital grants;			
Grants received	14,007	63,993	78,000
	<u>16,144</u>	<u>63,993</u>	<u>80,137</u>

#### 3 Income from charitable activities

	<b>Restricted funds £</b>	<b>Total 2024 £</b>
Charitable Activities	<u>21,075</u>	<u>21,075</u>

## Tor Support Services

### Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)

	Unrestricted funds General £	Total 2023 £
Charitable Activities	1,058	1,058

#### 4 Investment income

	Unrestricted funds General £	Total 2024 £
Other income from fixed asset investments	1,099	1,099
	<u>1,099</u>	<u>1,099</u>

	Unrestricted funds General £	Total 2023 £
Other income from fixed asset investments	514	514
	<u>514</u>	<u>514</u>

#### 5 Expenditure on charitable activities

	Unrestricted funds General £	Restricted funds £	Total 2024 £
Salaries & staff costs incl supervision	9,173	47,876	57,049
Memberships	-	285	285
Travel/ volunteer expenses	2,092	-	2,092
Office costs - other	3,344	-	3,344
Training	206	1,275	1,481
Depreciation	206	35	241
Session resources	-	24,876	24,876
Bank charges	81	-	81
Fundraising expenses	241	-	241
Insurance	772	-	772
Governance costs	1,469	-	1,469
	<u>17,584</u>	<u>74,347</u>	<u>91,931</u>

## Tor Support Services

### Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)

	<b>Note</b>	<b>Unrestricted funds General £</b>	<b>Restricted funds £</b>	<b>Total 2023 £</b>
Salaries & staff costs incl supervision		33,852	32,431	66,283
Memberships		-	275	275
Travel/ volunteer expenses		2,234	-	2,234
Office costs - other		4,547	-	4,547
Training		630	-	630
Depreciation		755	-	755
Session resources		-	25,310	25,310
Bank charges		362	-	362
Fundraising expenses		216	-	216
Insurance		529	-	529
Governance costs		623	50	673
		<u>43,748</u>	<u>58,066</u>	<u>101,814</u>

## Tor Support Services

### Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)

#### 6 Analysis of governance and support costs

##### Support costs allocated to charitable activities

	<b>Governance costs</b> £	<b>Total funds</b> £
Charitable Activities	1,469	1,469
<b>Total for 2023</b>	<u>514</u>	<u>514</u>

	<b>Unrestricted funds</b> <b>General</b> £	<b>Restricted funds</b> £	<b>Total funds</b> £
Legal fees	1,019	-	1,019
Other governance costs	450	-	450
<b>Total for 2024</b>	<u>1,469</u>	<u>-</u>	<u>1,469</u>
<b>Total for 2023</b>	<u>623</u>	<u>50</u>	<u>673</u>

#### 7

Net incoming/(outgoing) resources for the year include:

	<b>2024</b> £	<b>2023</b> £
Depreciation of fixed assets	<u>241</u>	<u>755</u>

#### 8 Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

No trustees have received any reimbursed expenses or any other benefits from the charity during the year.

#### 9 Independent examiner's remuneration

	<b>2024</b> £
Examination of the financial statements	<u>650</u>

## Tor Support Services

### Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)

#### 10 Taxation

The charity is a registered charity and is therefore exempt from taxation.

#### 11 Tangible fixed assets

	Furniture and equipment £	Total £
<b>Cost</b>		
At 1 April 2023	2,265	2,265
Additions	105	105
At 31 March 2024	2,370	2,370
<b>Depreciation</b>		
At 1 April 2023	1,962	1,962
Charge for the year	241	241
At 31 March 2024	2,203	2,203
<b>Net book value</b>		
At 31 March 2024	167	167
At 31 March 2023	303	303

#### 12 Fixed asset investments

	2024 £	2023 £
Other investments	19,102	18,660

## Tor Support Services

### Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)

#### Other investments

	Listed investments £	Total £
<b>Cost or Valuation</b>		
At 1 April 2023	18,660	18,660
Fair value movement	442	442
At 31 March 2024	19,102	19,102
<b>Net book value</b>		
At 31 March 2024	19,102	19,102
At 31 March 2023	18,660	18,660

#### 13 Debtors

	2024 £	2023 £
Trade debtors	-	1,691

#### 14 Cash and cash equivalents

	2024 £	2023 £
Cash at bank	47,137	20,847

#### 15 Creditors: amounts falling due within one year

	2024 £	2023 £
Trade creditors	2,054	2,244
Accruals	650	280
	2,704	2,524

## Tor Support Services

### Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)

#### 16 Funds

	Balance at 1 April 2023 £	Incoming resources £	Resources expended £	Other recognised gains/(losse s) £	Balance at 31 March 2024 £
<b>Unrestricted funds</b>					
<i>General</i>					
General Unrestricted Funds	4,365	37,010	(17,584)	-	23,791
<b>Restricted funds</b>					
United Charities	112	21,880	(21,992)	-	-
Investments held	18,660	-	-	442	19,102
Awards for All	3,785	9,973	(8,049)	-	5,709
Postcode Lottery Fund	4,553	14,468	(19,021)	-	-
Farringdon House	5,898	-	(5,898)	-	-
Devon Community Foundation	1,604	5,000	(6,604)	-	-
Primary Care Network	-	21,075	(9,847)	-	11,228
Newby Trust	-	5,000	(2,901)	-	2,099
South West Water	-	1,808	(35)	-	1,773
	<u>34,612</u>	<u>79,204</u>	<u>(74,347)</u>	<u>442</u>	<u>39,911</u>
<b>Total funds</b>	<u>38,977</u>	<u>116,214</u>	<u>(91,931)</u>	<u>442</u>	<u>63,702</u>

## Tor Support Services

### Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)

	Balance at 1 April 2022 £	Incoming resources £	Resources expended £	Other recognised gains/(losse s) £	Balance at 31 March 2023 £
<b>Unrestricted funds</b>					
<b>General</b>					
General Unrestricted Funds	30,397	17,716	(43,748)	-	4,365
<b>Restricted funds</b>					
United Charities	7,187	11,146	(18,221)	-	112
Investments held	20,309	-	-	(1,649)	18,660
Awards for All	2,838	9,814	(8,867)	-	3,785
Postcode Lottery Fund	-	18,692	(14,139)	-	4,553
Farringdon House	-	11,506	(5,608)	-	5,898
Foyle Foundation	-	5,000	(5,000)	-	-
Devon Community Foundation	-	3,835	(2,231)	-	1,604
Primary Care Network	-	4,000	(4,000)	-	-
	<u>30,334</u>	<u>63,993</u>	<u>(58,066)</u>	<u>(1,649)</u>	<u>34,612</u>
<b>Total funds</b>	<u>60,731</u>	<u>81,709</u>	<u>(101,814)</u>	<u>(1,649)</u>	<u>38,977</u>

## Tor Support Services

### Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)

The specific purposes for which the funds are to be applied are as follows:

The investment fund is restricted in that the capital can not be disposed.

Any income arising from the investments is available to be spent at the discretion of the trustees.

United Charities - this fund is for the cost of conducting counselling sessions.

Awards 4 All - this fund is for the cost of conducting counselling sessions.

Farringdon Trust - this fund is for the cost of conducting counselling sessions.

Devon Community Foundation - this fund is for the cost of conducting counselling sessions.

Foyle Foundation - this fund is for the cost of conducting counselling sessions.

Postcode Lottery Fund - this fund is for the cost of conducting counselling sessions.

Primary Care Network - this fund is used (a) to meet the costs of conducting counselling sessions on the 39 Saturdays each year that fall within school term time and (b) towards the general costs of conducting other counselling sessions throughout the year.

Newby - this fund makes a contribution towards the various costs of conducting counselling sessions.

South West Water - this fund is to be used for the purchase of items for inclusion in session resources.

#### 17 Analysis of net assets between funds

	<b>Unrestricted funds</b>	<b>Restricted funds</b>	<b>Total funds at 31 March 2024</b>
	<b>General £</b>	<b>£</b>	<b>£</b>
Tangible fixed assets	97	70	167
Fixed asset investments	-	19,102	19,102
Current assets	26,398	20,739	47,137
Current liabilities	(2,704)	-	(2,704)
Total net assets	23,791	39,911	63,702
	<b>Unrestricted funds</b>	<b>Restricted funds</b>	<b>Total funds at 31 March 2023</b>
	<b>General £</b>	<b>£</b>	<b>£</b>
Tangible fixed assets	303	-	303
Fixed asset investments	-	18,660	18,660
Current assets	6,586	15,952	22,538
Current liabilities	(2,524)	-	(2,524)
Total net assets	4,365	34,612	38,977

## **Tor Support Services**

### **Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)**

#### **18 Related party transactions**

There were no related party transactions in the year (2023: none).

Charity registration number: 1163407

# Tor Support Services

Annual Report and Financial Statements

for the Year Ended 31 March 2024



**WESTCOTTS**

CHARTERED ACCOUNTANTS  
& BUSINESS ADVISERS

## **Tor Support Services**

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## **Tor Support Services**

### **Reference and Administrative Details**

#### **Trustees**

Kathryn Vile  
Anthony Barker  
Dr Emma Sircar  
Mervin Scott  
Kim Whittle  
Jane Lake  
Bernie Hachipuka  
Helene Cox  
Karrie-Anne Hancock  
Anna-Marie Tooth

#### **Charity Registration Number**

1163407

#### **Principal Office**

Okehampton College  
20 Mill Road  
Okehampton  
EX20 1PW

#### **Independent Examiner**

Westcotts (SW) LLP  
Independent Examiner  
Timberly  
South Street  
Axminster  
Devon  
EX13 5AD

## **Tor Support Services**

### **Trustees' Report**

The trustees present the annual report together with the financial statements of the charity for the year ended 31 March 2024.

#### **Structure, governance and management**

##### ***Nature of governing document***

Tor Support Services is a Charitable Incorporated Organisation (since September 2015) but has been a registered charity since November 2011. The charity is managed by its Trustee Board of 10.

##### ***Recruitment and appointment of trustees***

Where it is deemed that the Board of Trustees needs to be supplemented to fill specific skills gaps, invitations to apply to join the Board are placed on the website and elsewhere. Applicants are required to submit a formal application form and those deemed to be worth pursuing are interviewed by two Trustees prior to being invited to be in attendance at a full meeting of Trustees. This provides an opportunity for dialogue between the applicant(s) and the Trustees and permits the applicant(s) to judge whether they wish to proceed with their application or not. At the end of the meeting, the Trustees vote on whether the applicant(s)' membership of the Board should be approved or not.

##### ***Induction and training of trustees***

Trustees are inducted and trained in accordance with charity commission guidance.

##### ***Risk management***

###### ***Internal risks***

Risks to which the charity is exposed are regularly reviewed by the Trustees and steps taken as necessary to mitigate these.

Internal risks are minimised by procedures which require authorisation of all transactions and projects and a system of regular supervision and appraisal to ensure consistent quality of delivery of all operational aspects of the charitable company.

#### **Objectives and activities**

##### ***Objects and aims***

Tor Support Services provides a confidential counselling, information and advice service for children and young people between the ages of 5 and 25 and their families from our base at the community hub at Okehampton College.

Our counselling services is provided with a mixture of paid staff and volunteers with each counsellor receiving regular clinical supervision from a paid supervisor. Each child and young person requiring counselling is assessed by our co-ordinator who will explore initial presenting issues and assign the CYP to the most appropriate counsellor. We are members of the British Association of Counselling and Psychotherapy and adhere to its framework in the delivery of our service.

Our staff and volunteers are enhanced DBS checked every three years and all are required to complete Level 3 Safeguarding.

## **Tor Support Services**

### **Trustees' Report (continued)**

#### ***Objectives, strategies and activities***

2023-24 has been a year of both consolidation and continued growth for TSS. Consolidation as we have continued to work in and acclimatise to our new premises, enjoying all the facilities they offer, and growth as we see staffing changes and client numbers increase.

Our office suite continues to serve us well, with our well-fitted counselling rooms, and we are able to provide a good stock of practical resources to our counsellors, including craft materials, masks, salt jars etc. We have a wide collection of art work and sculptures (clay and foam) created by all ages of clients, making our counselling rooms welcoming and personal.

We continue to offer a course of eight sessions to every one of our clients, with an additional initial assessment meeting for our secondary age and above clients and a parent/counsellor meeting for primary age and for clients referred within the North Dartmoor Primary Care Network (PCN) arrangement. Our core offering of free counselling remains unchanged for all our clients. The arrangement with the PCN to provide counselling services to clients on Saturdays during the school year which started in November 2022 has been working well and the contract for that arrangement was renewed in November 2023.

As a positive note, both our primary and secondary waiting lists have remained open for the entirety of the year with no closures, although the number of clients waiting has remained high for both. TSS has been able to keep the lists open due to management of its counselling capacity by facilitating additional counsellors to work with age 10 clients and enhancing capacity through recruitment of placement counsellors.

At the beginning of the year there were some changes to the staff roles at TSS following the departure of Debbie Andrews, one of our long standing Joint Service Co-ordinators. We extend our thanks to Debbie for all her hard work over the years. In addition, one of our staff counsellors, Rachel Hirsch, made the decision to take a sabbatical from her role for the year. In response, the Service Manager worked with the Trustees to identify the key staffing priorities for the service. As a result, we recruited one new staff counsellor, Emma White, an experienced counsellor adept at working with trauma. TSS also promoted Mel Pike to the new role of Non-Clinical Co-ordinator with increased working hours to take on the additional administrative tasks and work alongside our remaining Service Co-ordinator.

To further facilitate our counsellors and ensure coverage also the entire working week, Nicola Frost (Service Manager) and Mel Pike both undertook their Level 3 Safeguarding training. This enhances our safeguarding capability, with Helen Seaton-Burn remaining as Designated Safeguarding Lead.

Figures for 2023-24 are given below – figures for 2022-23 are given in brackets where applicable:

In the year from 1 April 2023 to 31 March 2024, we received a total of 256 (234) referrals – a 9.4% increase. Of these, we will work with 205 (182) clients. The age range of clients was 74 (71) aged 5-10, 153 (137) aged 11-15, 21 (22) aged 16-18 and 8 (4) between 19 and 25. This data demonstrates both the increase in total number of referrals and the sustained number of primary age referrals. Anecdotally, we have noted an increase in the level of need across all our clients during this period.

In this year, 63% (59%) of our clients were students at Okehampton College, 29% (30%) from primary schools, with the remaining 8% (11%) either no longer in education, home schooled or at another secondary school.

## **Tor Support Services**

### **Trustees' Report (continued)**

The top five presenting issues for secondary age and above clients were anxiety/stress (94%), anger (75%), self-esteem (71%), family (70%) and school/academic (63%). 22% of clients presented stating they had suicide ideation and nearly a quarter (24%) presented with self-harm.

Post counselling analysis shows that 77% of clients reported an improvement in their overall wellbeing following counselling. We can also see that 90% of clients agreed with the statement 'The counsellor helped me to understand my situation and my feelings', 97% would recommend counselling to their friends and 98.5% agreed that 'I understood that what I said to the counsellor would be confidential unless I was at risk'. In addition, 58% agreed that they felt more able to cope at school since having counselling and 60% agreed that family relationships have improved. Two comments we received were 'Being able to talk openly, nice people, feeling of confidentiality' and 'I'm really glad I attended, I've had a very positive experience'.

#### ***Public benefit***

In planning our activities for the year we have kept in mind the Charity Commission guidance on public benefit.

The trustees confirm that they have complied with the requirements of section 17 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales.

#### **Financial review**

In contrast to the two previous years, in which expenditure exceeded income by £35,244 and by £20,105, fundraising in 2023-2024 was much more successful. A total of £116,214 income was generated against total expenditure of £91,931 - a surplus of £24,283, which has made a welcome and timely addition to our accumulated fund.

#### ***Policy on reserves***

As at 31 March 2024, the charity had reserves totalling £63,702 of which £23,791 is unrestricted. This level of unrestricted reserves equates to approximately three months of overall expenditure. The trustees believe that the unrestricted reserves held are adequate to enable the charity to continue but endeavour to increase the level of unrestricted reserves.

#### **Plans for future periods**

##### ***Aims and key objectives for future periods***

The trustees will continue to achieve the objectives of the charity and look to increase incoming resources.

#### **Trustees and officers**

During 2023-2024 the Board of Trustees changed with the sad and untimely death of Marilyn Livingstone in July 2023 and the resignation after many years of service of Karen Nolan in October 2023. New appointments of Emma Sircar, Jane Lake, and Kerrie-Ann Hancock and Bernice Hachipuka were made in April, June and October 2023 respectively. As at 31 March 2024, the Board comprises: Kathryn Vile (Chair), Kim Whittle (Secretary), Tony Barker (Treasurer), Helene Cox, Bernice Hachipuka, Kerrie-Ann Hancock, Jane Lake, Mervin Scott, Emma Sircar and Anna-Marie Tooth.

## Tor Support Services

### Trustees' Report (continued)

#### Statement of Trustees' Responsibilities

The trustees are responsible for preparing the trustees' report and the financial statements in accordance with the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and applicable law and regulations.

The law applicable to charities requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charities (Accounts and Reports) Regulations 2008, and the provisions of the constitution. The trustees are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

The annual report was approved by the trustees of the charity on 18 July 2024 and signed on its behalf by:



Dr Kathryn Vile  
Trustee



Anthony Barker  
Trustee

## Tor Support Services

### Independent Examiner's Report to the trustees of Tor Support Services

I report to the trustees on my examination of the accounts of Tor Support Services for the year ended 31 March 2024.

#### Responsibilities and basis of report

As the charity trustees of Tor Support Services 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 Tor Support Services's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the 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 Tor Support Services 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 accounting 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 have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



.....  
Robyn Gifford-England ACA  
Westcotts (SW) LLP  
Independent Examiner  
Timberly  
South Street  
Axminster  
Devon  
EX13 5AD

Date: 23.07.24

## Tor Support Services

### Statement of Financial Activities for the Year Ended 31 March 2024

	Note	Unrestricted funds £	Restricted funds £	Total 2024 £	Total 2023 £
<b>Income and Endowments from:</b>					
Donations and legacies	2	35,911	58,129	94,040	80,137
Charitable activities	3	-	21,075	21,075	1,058
Investment income	4	1,099	-	1,099	514
Total income		37,010	79,204	116,214	81,709
<b>Expenditure on:</b>					
Charitable activities	5	(17,584)	(74,347)	(91,931)	(101,814)
Total expenditure		(17,584)	(74,347)	(91,931)	(101,814)
Gains/losses on investment assets		-	442	442	(1,649)
Net income/(expenditure)		19,426	5,299	24,725	(21,754)
Net movement in funds		19,426	5,299	24,725	(21,754)
<b>Reconciliation of funds</b>					
Total funds brought forward		4,365	34,612	38,977	60,731
Total funds carried forward 16		23,791	39,911	63,702	38,977

All of the charity's activities derive from continuing operations during the above two periods.

The funds breakdown for 2023 is shown in note 16.

## Tor Support Services

(Registration number: 1163407)  
Balance Sheet as at 31 March 2024

	Note	2024 £	2023 £
<b>Fixed assets</b>			
Tangible assets	11	167	303
Investments	12	19,102	18,660
		<u>19,269</u>	<u>18,963</u>
<b>Current assets</b>			
Debtors	13	-	1,691
Cash at bank and in hand	14	47,137	20,847
		<u>47,137</u>	<u>22,538</u>
<b>Creditors: Amounts falling due within one year</b>	15	<u>(2,704)</u>	<u>(2,524)</u>
<b>Net current assets</b>		<u>44,433</u>	<u>20,014</u>
<b>Net assets</b>		<u>63,702</u>	<u>38,977</u>
<b>Funds of the charity:</b>			
<b>Restricted income funds</b>			
Restricted funds		39,911	34,612
<b>Unrestricted income funds</b>			
Unrestricted funds		<u>23,791</u>	<u>4,365</u>
<b>Total funds</b>	16	<u>63,702</u>	<u>38,977</u>

The financial statements on pages 7 to 20 were approved by the trustees, and authorised for issue on 18 July 2024 and signed on their behalf by:



Dr Kathryn Vile  
Trustee



Anthony Barker  
Trustee

## **Tor Support Services**

### **Notes to the Financial Statements for the Year Ended 31 March 2024**

#### **1 Accounting policies**

##### **Statement of compliance**

The financial statements have been prepared in accordance with the second edition of the Charities Statement of Recommended Practice issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Charities Act 2011.

##### **Basis of preparation**

Tor Support Services meets the definition of a public benefit entity under FRS 102. The accounts (financial statements) have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these accounts.

##### **Going concern**

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

##### **Income and endowments**

Voluntary income including donations, gifts, legacies and grants that provide core funding or are of a general nature is recognised when the charity has entitlement to the income, it is probable that the income will be received and the amount can be measured with sufficient reliability.

##### ***Donations and legacies***

Donations and legacies are recognised on a receivable basis when receipt is probable and the amount can be reliably measured.

##### ***Grants receivable***

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

##### **Expenditure**

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

##### ***Charitable activities***

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

## Tor Support Services

### Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)

#### Governance costs

These include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustees meetings and reimbursed expenses.

#### Taxation

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

#### Tangible fixed assets

Individual fixed assets costing £100.00 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

#### Depreciation and amortisation

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

<b>Asset class</b>	<b>Depreciation method and rate</b>
Equipment	3 years

#### Fixed asset investments

Fixed asset investments, other than programme related investments, are included at market value at the balance sheet date. Realised gains and losses on investments are calculated as the difference between sales proceeds and their market value at the start of the year, or their subsequent cost, and are charged or credited to the Statement of Financial Activities in the period of disposal.

Unrealised gains and losses represent the movement in market values during the year and are credited or charged to the Statement of Financial Activities based on the market value at the year end.

#### Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

#### Fund structure

Unrestricted income funds are general funds that are available for use at the trustees discretion in furtherance of the objectives of the charity.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

## Tor Support Services

### Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)

#### Financial instruments

##### *Classification*

Financial assets and financial liabilities are recognised when the charity becomes a party to the contractual provisions of the instrument.

##### *Recognition and measurement*

Basic financial instruments are initially recorded at the amount receivable or payable including any related transaction costs, unless the arrangement constitutes a financing transaction, where it is recognised at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

#### 2 Income from donations and legacies

	<b>Unrestricted funds General £</b>	<b>Restricted funds £</b>	<b>Total 2024 £</b>
Donations and legacies;			
Donations	14,911	-	14,911
Grants, including capital grants;			
Grants received	21,000	58,129	79,129
	<u>35,911</u>	<u>58,129</u>	<u>94,040</u>

	<b>Unrestricted funds General £</b>	<b>Restricted funds £</b>	<b>Total 2023 £</b>
Donations and legacies;			
Donations	2,137	-	2,137
Grants, including capital grants;			
Grants received	14,007	63,993	78,000
	<u>16,144</u>	<u>63,993</u>	<u>80,137</u>

#### 3 Income from charitable activities

	<b>Restricted funds £</b>	<b>Total 2024 £</b>
Charitable Activities	<u>21,075</u>	<u>21,075</u>

## Tor Support Services

### Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)

	Unrestricted funds General £	Total 2023 £
Charitable Activities	1,058	1,058

#### 4 Investment income

	Unrestricted funds General £	Total 2024 £
Other income from fixed asset investments	1,099	1,099
	<u>1,099</u>	<u>1,099</u>

	Unrestricted funds General £	Total 2023 £
Other income from fixed asset investments	514	514
	<u>514</u>	<u>514</u>

#### 5 Expenditure on charitable activities

	Note	Unrestricted funds General £	Restricted funds £	Total 2024 £
Salaries & staff costs incl supervision		9,173	47,876	57,049
Memberships		-	285	285
Travel/ volunteer expenses		2,092	-	2,092
Office costs - other		3,344	-	3,344
Training		206	1,275	1,481
Depreciation		206	35	241
Session resources		-	24,876	24,876
Bank charges		81	-	81
Fundraising expenses		241	-	241
Insurance		772	-	772
Governance costs	6	1,469	-	1,469
		<u>17,584</u>	<u>74,347</u>	<u>91,931</u>

## Tor Support Services

### Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)

	<b>Note</b>	<b>Unrestricted funds General £</b>	<b>Restricted funds £</b>	<b>Total 2023 £</b>
Salaries & staff costs incl supervision		33,852	32,431	66,283
Memberships		-	275	275
Travel/ volunteer expenses		2,234	-	2,234
Office costs - other		4,547	-	4,547
Training		630	-	630
Depreciation		755	-	755
Session resources		-	25,310	25,310
Bank charges		362	-	362
Fundraising expenses		216	-	216
Insurance		529	-	529
Governance costs		623	50	673
		<u>43,748</u>	<u>58,066</u>	<u>101,814</u>

## Tor Support Services

### Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)

#### 6 Analysis of governance and support costs

##### Support costs allocated to charitable activities

	Governance costs £	Total funds £
Charitable Activities	1,469	1,469
<b>Total for 2023</b>	<b>514</b>	<b>514</b>

	Unrestricted funds General £	Restricted funds £	Total funds £
Legal fees	1,019	-	1,019
Other governance costs	450	-	450
<b>Total for 2024</b>	<b>1,469</b>	<b>-</b>	<b>1,469</b>
<b>Total for 2023</b>	<b>623</b>	<b>50</b>	<b>673</b>

#### 7

Net incoming/(outgoing) resources for the year include:

	2024 £	2023 £
Depreciation of fixed assets	241	755

#### 8 Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

No trustees have received any reimbursed expenses or any other benefits from the charity during the year.

#### 9 Independent examiner's remuneration

	2024 £
Examination of the financial statements	650

## Tor Support Services

### Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)

#### 10 Taxation

The charity is a registered charity and is therefore exempt from taxation.

#### 11 Tangible fixed assets

	Furniture and equipment £	Total £
<b>Cost</b>		
At 1 April 2023	2,265	2,265
Additions	105	105
At 31 March 2024	2,370	2,370
<b>Depreciation</b>		
At 1 April 2023	1,962	1,962
Charge for the year	241	241
At 31 March 2024	2,203	2,203
<b>Net book value</b>		
At 31 March 2024	167	167
At 31 March 2023	303	303

#### 12 Fixed asset investments

	2024 £	2023 £
Other investments	19,102	18,660

## Tor Support Services

### Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)

#### Other investments

	Listed investments £	Total £
<b>Cost or Valuation</b>		
At 1 April 2023	18,660	18,660
Fair value movement	442	442
At 31 March 2024	19,102	19,102
<b>Net book value</b>		
At 31 March 2024	19,102	19,102
At 31 March 2023	18,660	18,660

#### 13 Debtors

	2024 £	2023 £
Trade debtors	-	1,691

#### 14 Cash and cash equivalents

	2024 £	2023 £
Cash at bank	47,137	20,847

#### 15 Creditors: amounts falling due within one year

	2024 £	2023 £
Trade creditors	2,054	2,244
Accruals	650	280
	2,704	2,524

## Tor Support Services

### Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)

#### 16 Funds

	Balance at 1 April 2023 £	Incoming resources £	Resources expended £	Other recognised gains/(losse s) £	Balance at 31 March 2024 £
<b>Unrestricted funds</b>					
<b>General</b>					
General Unrestricted Funds	4,365	37,010	(17,584)	-	23,791
<b>Restricted funds</b>					
United Charities	112	21,880	(21,992)	-	-
Investments held	18,660	-	-	442	19,102
Awards for All	3,785	9,973	(8,049)	-	5,709
Postcode Lottery Fund	4,553	14,468	(19,021)	-	-
Farringdon House	5,898	-	(5,898)	-	-
Devon Community Foundation	1,604	5,000	(6,604)	-	-
Primary Care Network	-	21,075	(9,847)	-	11,228
Newby Trust	-	5,000	(2,901)	-	2,099
South West Water	-	1,808	(35)	-	1,773
	<b>34,612</b>	<b>79,204</b>	<b>(74,347)</b>	<b>442</b>	<b>39,911</b>
<b>Total funds</b>	<b>38,977</b>	<b>116,214</b>	<b>(91,931)</b>	<b>442</b>	<b>63,702</b>

## Tor Support Services

### Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)

	Balance at 1 April 2022 £	Incoming resources £	Resources expended £	Other recognised gains/(losse s) £	Balance at 31 March 2023 £
<b>Unrestricted funds</b>					
<b>General</b>					
General Unrestricted Funds	30,397	17,716	(43,748)	-	4,365
<b>Restricted funds</b>					
United Charities	7,187	11,146	(18,221)	-	112
Investments held	20,309	-	-	(1,649)	18,660
Awards for All	2,838	9,814	(8,867)	-	3,785
Postcode Lottery Fund	-	18,692	(14,139)	-	4,553
Farringdon House	-	11,506	(5,608)	-	5,898
Foyle Foundation	-	5,000	(5,000)	-	-
Devon Community Foundation	-	3,835	(2,231)	-	1,604
Primary Care Network	-	4,000	(4,000)	-	-
	<u>30,334</u>	<u>63,993</u>	<u>(58,066)</u>	<u>(1,649)</u>	<u>34,612</u>
<b>Total funds</b>	<u>60,731</u>	<u>81,709</u>	<u>(101,814)</u>	<u>(1,649)</u>	<u>38,977</u>

## Tor Support Services

### Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)

The specific purposes for which the funds are to be applied are as follows:

The investment fund is restricted in that the capital can not be disposed.

Any income arising from the investments is available to be spent at the discretion of the trustees.

United Charities - this fund is for the cost of conducting counselling sessions.

Awards 4 All - this fund is for the cost of conducting counselling sessions.

Farringdon Trust - this fund is for the cost of conducting counselling sessions.

Devon Community Foundation - this fund is for the cost of conducting counselling sessions.

Foyle Foundation - this fund is for the cost of conducting counselling sessions.

Postcode Lottery Fund - this fund is for the cost of conducting counselling sessions.

Primary Care Network - this fund is used (a) to meet the costs of conducting counselling sessions on the 39 Saturdays each year that fall within school term time and (b) towards the general costs of conducting other counselling sessions throughout the year.

Newby - this fund makes a contribution towards the various costs of conducting counselling sessions.

South West Water - this fund is to be used for the purchase of items for inclusion in session resources.

#### 17 Analysis of net assets between funds

	<b>Unrestricted funds</b>	<b>Restricted funds</b>	<b>Total funds at 31 March 2024</b>
	<b>General</b>		
	<b>£</b>	<b>£</b>	<b>£</b>
Tangible fixed assets	97	70	167
Fixed asset investments	-	19,102	19,102
Current assets	26,398	20,739	47,137
Current liabilities	(2,704)	-	(2,704)
<b>Total net assets</b>	<b>23,791</b>	<b>39,911</b>	<b>63,702</b>
	<b>Unrestricted funds</b>	<b>Restricted funds</b>	<b>Total funds at 31 March 2023</b>
	<b>General</b>		
	<b>£</b>	<b>£</b>	<b>£</b>
Tangible fixed assets	303	-	303
Fixed asset investments	-	18,660	18,660
Current assets	6,586	15,952	22,538
Current liabilities	(2,524)	-	(2,524)
<b>Total net assets</b>	<b>4,365</b>	<b>34,612</b>	<b>38,977</b>

**Tor Support Services**

**Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)**

**18 Related party transactions**

There were no related party transactions in the year (2023: none).

**TOR SUPPORT SERVICES**

England & Wales - Charity number 1163407

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# Accounts

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## **Annual Report 2022-2023**

### **Chair of Trustees of Tor Support Services**

This financial year has been a very busy year for Tor Support Services (TSS) both in terms of increased referrals and activity but also in changes in personnel and our premises.

We moved into our new premises at the other end of Okehampton College which has been a very positive change for the organisation. Not only do we have 4 large counselling rooms we have lots of space for our managerial staff, the ability to hold meetings and training sessions and as we no longer share with other organisations, the whole set up is more private and appropriate for the work we do. We want to extend our thanks to the college for making this possible in particular Derrick Brett, Susanne Kiff and Mike Coles.

After a lot of work over the summer holidays, the actual move was achieved in a couple of days just before the beginning of the Autumn term. I and all the trustees want to thank all the staff and volunteers who were involved in getting it set up and making the consulting rooms so attractive and welcoming for our clients. Everyone gave up free time to achieve this and which I think reflects the dedication of our staff and volunteers. In particular I want to thank our Service Manager Nicola Frost who was involved in all the logistics before hand as well as the negotiations with the College in trying to find a suitable place for TSS.

There were inevitably a few teething problems, particularly with IT, broadband and tele-communications and I especially want to thank Mel Pike for her tenacity in sorting out these glitches. It took quite a while but we are now fully functioning and connected. She was supported in these endeavors by our IT trustee Merv Scott.

We settled back into a more normal working pattern as we moved away from the Covid restrictions and all our counselling is now taking place in person. The need for counselling however has continued to rise with the deterioration in young people's mental health that has occurred in the wake of the Pandemic. There are some rather alarming statistics that have emerged nationally. The Centre for Mental Health believes that an additional 1.5 million children and young people will need support as a direct consequence of the pandemic. A study in Lancet Psychiatry found rates of depression have doubled and in a survey by Young Minds 67% of young people reported their mental health has worsened.

These figures are reflected in our own experience with referrals up by 14 % from 205 in 2021/22 to 234 in 2022/23. In particular there was a big increase in referrals for primary age children up from 24% of the total referrals to 30 %. Due to the increase of capacity in consulting rooms and increased number of volunteers we are now holding over 64 counselling appointments each week.

Our core offer to our clients remains unchanged - following an initial assessment, clients are offered up to eight 50 minutes sessions of 1 to 1 counselling. Occasionally if a clients problems are more complex a counsellor may ask to extend the number of sessions. A discussion then happens with their supervisor and if the supervisor agree the sessions are extended with a regular review. This way we aim to reach as many clients as possible while still having the flexibility to offer more time to the more complex cases.

Another exciting development has been a collaboration with the local Primary Care Network (PCN). We now provide counselling for young people on a Saturday morning. The referrals all come from GP practices within the North Dartmoor PCN and means that we are now seeing some clients from outside our usual geographical area under this separate contract.

All our counsellors have regular supervision of their work and we are grateful to the supervisors who have provided this service to Tor Support . The supervisors include Debbie Andrews and Rachel Hirsch who are staff members as well as some external providers.

We have two employed counsellors , Rachel Hirsch and Karen Hedges. Rachel specialises in complex trauma cases and has been using her specialised skill in EMDR ( Eye Movement Desensitisation and Reprocessing Therapy) and that has, in some cases, reduced the number of sessions that clients with severe trauma have required. Karen works with the primary age children, a need has grown. Happily we now have a number of other counsellors -volunteers and external providers who have started to see some clients at the higher range of the primary level which has relieved some of the pressure on Karen and the primary waiting list.

The rest of the counselling is provided by a combination of volunteers, both fully qualified and in those in their final year of training, and external independent providers (EIPs) . At the end of March 2023 we had 6 volunteer counsellors offering their services - these are Nicolla Collinson, Patricia Wojnarowska, Julie Lloyd, and Devette Short with Sally Parkin, Sharon Stevens new to the team. In addition Antonella Depetro, Nikki Ellis, Emma White, Jackie Skinner, Julia Pearsall and Sonia Lee provide counselling as EIPs . After a long period as a volunteer Sonia moved from being a volunteer to being EIP during the course of the year. Carey Ehrenberg who has volunteered for very many

years has taken a period of leave and we remain hopeful she will return to us at some point. Gayle Leando has now left TSS and we wish her well. I want to thank all the counsellors for the work they do for our clients.

Our Service Manager, Nicola Frost has now been in place for 18 months and during this time she has overseen, and been instrumental, in a number of large pieces of work - the move of premises, the setting up of the PCN contract, reviewing all the recruitment processes and taking over the payroll from one of our trustees, Karen Nolan. Karen had been doing the pay-roll since the beginning of TSS so I know she is very grateful to Nicola for taking this on. Going forward Nicola will be a deputy safe-guarding lead and is working with a new trustee Jane Lake on a huge overhaul of the organisation's policies and procedures around safeguarding.

As mentioned before our administrator Mel Pike worked wonders getting the office set up as well as being fully involved in all the day to day activities of the organisation and we recognised that we had been under-valuing her contribution and skills and have sought to rectify that. As a result she will be stepping up into the service co-ordinator role from the beginning of April and taking on a role as deputy safe-guarding lead.

Helen Seaton-Burn has worked with us for many years now as a joint-service co-ordinator and Safeguarding Lead and she continues in this role on a Friday each week.

At the very end of March 2023 Debbie Andrews stepped down as joint service co-ordinator after 8 years in the role. We are very grateful for all her dedication to the organisation and its clients over that time, especially in the complex period when we were faced with moving all the work to on-line at the start of the Pandemic. She did amazing work ensuring that all the counsellors had appropriate training and that all the necessary policies and procedures were in place. Happily Debbie continues in her association with TSS as she will be providing supervision services to the counsellors as an external provider.

The board of trustees has also seen a lot of movement in the 12 months April 2022-March 2023. One of our founding Trustees - Theresa Weaver stepped down after nearly 12 years with the board. Over that time, during which she has been she has been Vice -Chair, she has seen many changes with a huge growth in the service and and increasing complexity in the work we do and the organisation behind it.

Sophie -Goodwin Hughes left in November. As the organisation grew we found that we needed more time spent on fund-raising and Sophie along with fellow trustee Helene Cox took on that role. Sophie and Helene, ably supported by Tony Barker our treasurer have really made a huge difference to our financial situation, and helped us steer through some challenging financial times and as

a result have enabled us to not only remain afloat but also help an increased number of clients.

The role of HR trustee was vacated by Tracey Green in July and this role was filled by another trustee Stacey Pavely but unfortunately Stacey also had to leave us in February of this year. Despite their relatively short stays with us they both made a significant contribution, Tracey with a thorough review of policies and Stacey with her expertise in HR. On behalf of all at TSS I want to thank all these trustees for the work they put into the organisation.

We are happy that 2 more trustees joined us in the year - Kim Whittle has taken the long-empty role of secretary and Anna-Marie Tooth has taken over Sophie's role as joint fund-raiser.

At the 31st March other members of the board were myself as Chair, Tony Barker as Treasurer, Helen Cox, fund raiser, Merv Scott, IT, Karen Nolan and Marilyn Livingstone.

The board and all the members of Tor Support want to thank all our generous funders and donors without whom there would be no service. Firstly we want to acknowledge the huge support and generous donations given to us by Okehampton United Charities- we are extremely grateful to them as their unwavering support has enabled us to function for many years now. Other local organisations that have supported us include Okehampton Town Council, Okehampton Hamlets Parish Council, Okehampton and Devon Community Foundations.

Further afield we have had grants from the Post-code Lottery, South West Water, the Newby Trust, the Farringdon House School Trust, the Viscount Amory Trust, Awards for All, the Albert Hunt Trust, the Foyle Foundation, Jamieson Bystock Trust and Tesco. We have also been given donations from smaller organisations and individuals such as Kevin Vogan, the Cogs and Wheels Morris Dance Group, the staff Okehampton Primary School, the Okehampton Lions

Going forward in to the next year we aim to continue to provide as many counselling sessions to as many young people as possible. We are looking to work with the college to see if there are some other ways of reaching more young people, such as group work, to provide early interventions. We have welcomed a new employed counsellor, Emma White, who is providing initial assessments, counselling of complex clients and providing clinical experience to support the administrative team.

We have already started strengthening our board of trustees with several new members joining since March, bringing with them a new range of skills and experience.

We are reviewing and strengthening our safeguarding processes to ensure policies and processes are as up to date with legislation, accessible and transparent as possible for our counsellors, clients and their parents or guardians. As part of that process we are now providing in-house safeguarding training. This safe-guarding work is supported by one of our new trustees Jane Lake who has very many years of experience in this field and runs her own Safeguarding Consultancy business.

Our IT trustee Merv Scott is working with the administrative team to streamline the referral system, enhancing the on-line functionality. This will enable the clients to book initial assessments at the time of referral and also populate the data base. This will reduce the administrative burden on the office staff.

Kathryn Vile

Chair of Trustees

November 2023

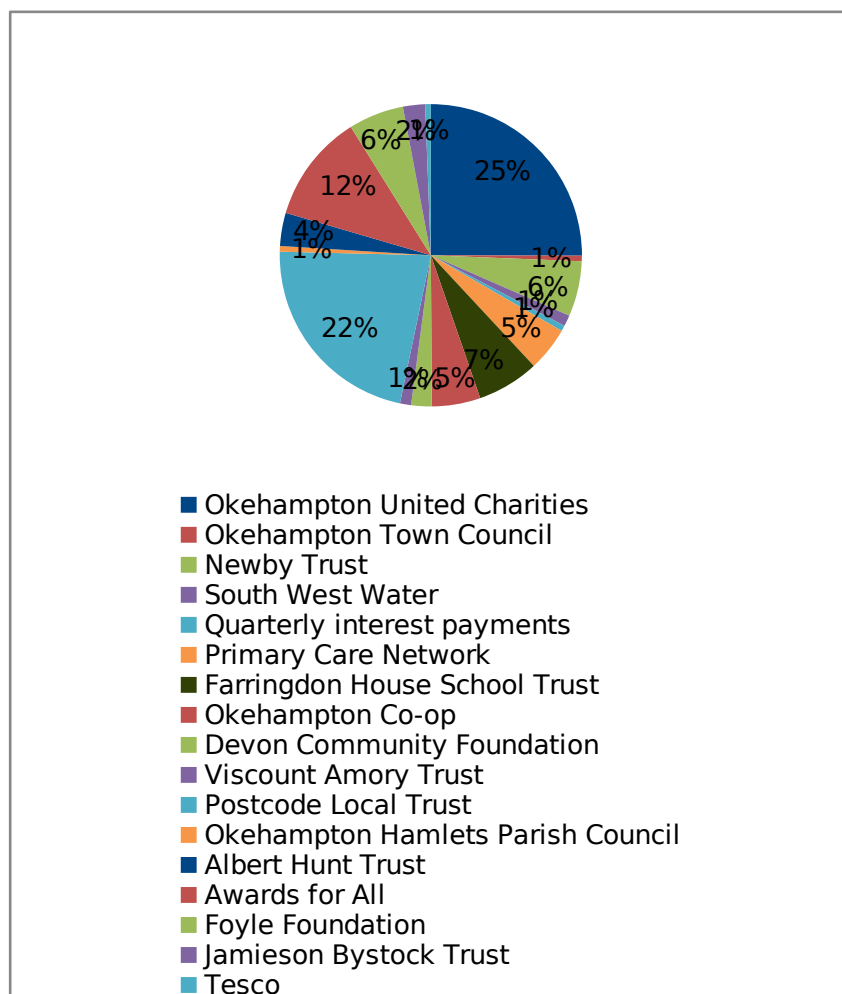
## **Treasurer's Financial Report**

Grant aid received in response to bids made to individual funds remains our main source of income. At the start of the year in April 2022, our total assets amounted to £60,731 of which £20,309 was held in an investment fund. This was a severely reduced position to previous years and arose as a consequence of the decision to continue to meet as much of the demand for counselling as possible, at a total cost of £82,909, while being in receipt of just £45,784 in income from all sources, a net surplus of expenditure over income of £37,125.

Happily, we can report that fundraising efforts in 2022-2023 have been met with much greater success and amounted to a total of £81,709.

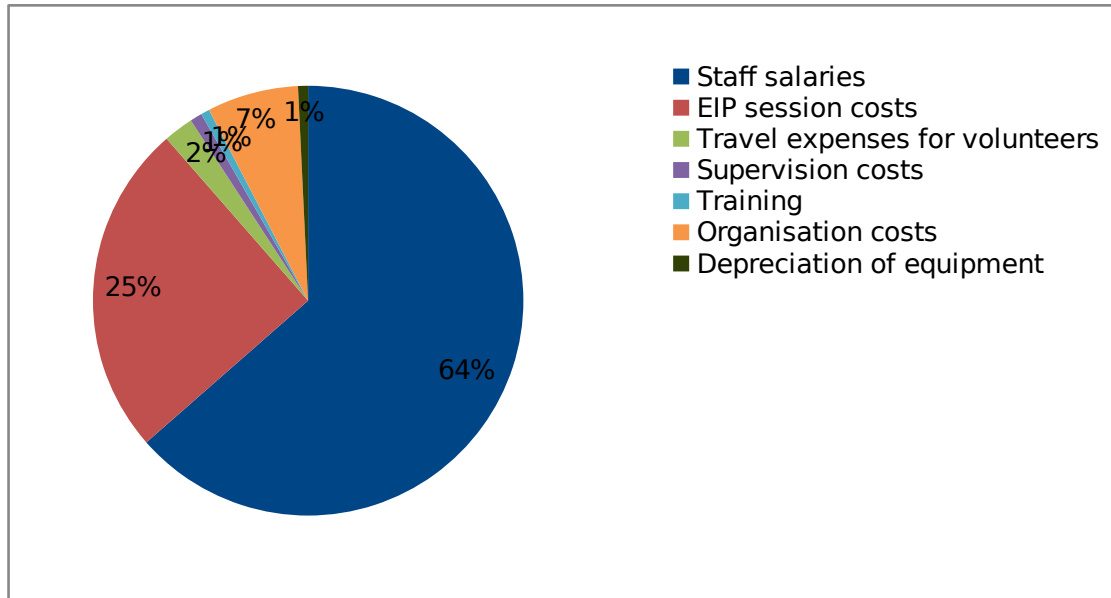
Among the organisations that were able to continue their support to us were Okehampton United Charities, Okehampton Town Council, Okehampton Hamlets Parish Council, the National Lottery in the guise of Awards for All, the Newby Trust, Devon Community Foundation and the Farringdon House School Trust. In addition, grants were awarded by a significant number of new funders, namely South West Water, the North Dartmoor Primary Care Network, Okehampton Co-op, the Viscount Amory Trust, the Postcode Local Trust, the Albert Hunt Trust, the Foyle Foundation, the Jamieson Bystock Trust and Tesco. We are most grateful to all of them for their support for our work.

The pie-chart below provides a snap-shot of the relative contributions of each of these funders.



During the year an arrangement was made with Okehampton College to provide 'drop-in' counselling sessions. Whilst this is deemed to have been a valuable exercise, it turned out to be quite short-lived. Also, starting in November 2022, an arrangement was made with the North Dartmoor Primary Care Network to provide counselling sessions on Saturdays during the 39 weeks of the academic year. This is proving to be a manageable and very successful addition to our activities.

As usual, expenditure was mainly on the core service delivery costs of our staff salaries and payments made to our EIPs for conducting counselling sessions as can be seen in the pie chart below.



While, as noted above, income in 2022-2023 was considerably higher than in 2021-2022, at £101,814 expenditure was also considerably higher reflecting a further increase in activity levels and in demand for our counselling services. At the end of March 2023, our total assets amounted to £38,977 which was a further reduction on the previous year of £9,540. £20,846.53 of this was held in our bank account, £18,660.00 remained in our investment fund and the balance of £529.53 being a mix of creditors/debtors and the depreciated value of our small amount of fixed assets.

The Trustees have, as always, paid due regard to the Charity Commission's guidance on public benefit when deciding on the appropriateness of expenditure on particular activity. The financial records for Tor Support Services have been subject to external examination by Westcotts (Chartered Accountants) and are deemed to be a true and fair reflection of the finances. A full copy of their report can be found on our website at [www.torsupportservices.org.uk](http://www.torsupportservices.org.uk).

Tony Barker

Treasurer Trustee

October 2023

## **Service Manager's report**

2022-23 has been a year of significant change and growth for Tor Support Services (TSS). Firstly, Okehampton College required the use of our offices in the Community Centre, necessitating the relocation of TSS. After working together with the team from the College to establish our requirements, we were assigned new premises in the former Sixth Form common room. We vacated our old premises in July 2022 and the College contractors and Premises Team worked hard over the summer break to create our new suite of rooms. A concerted effort by staff, aided by the Chair of Trustees, in the first week of the new Autumn term in September 2022, saw us able to open to clients the following week in our new space.

We now have a purpose-made office suite, comprising four generous counselling rooms plus a large open office space with kitchenette. Our offices have an external and internal entrance, plus entrance lobby, to accommodate clients coming to us from both inside College and from outside. All of the counselling rooms are well furnished and well resourced, with two designated mainly for primary age clients and the other two for secondary age and above. The new office suite has significantly enhanced Tor's capacity and facilities for counsellors, clients, the office team, training sessions, visitors etc and we look forward to a secure future in our new location. Our thanks go to both the College team and the builders for our fabulous new premises.

One issue that arose during our move was the provision of a new fibre to premises cable for our internet broadband connection. This became a protracted issue for many months following our move to the new premises in September and Mel spent many hours seeking to resolve this issue with BT OpenReach, Spitfire and the Dartmoor Multi Academy Trust (DMAT). Finally, in April this year, the new connection was made and Tor now has reliable and fast broadband provision. Our thanks go to Mark Ackland at Independent Fire and Security for his team's work installing the cable and Sandy Sinclair at Spitfire for working to co-ordinate all elements to finally get the cable correctly connected. Thanks also to Mel for her patience and dedication in this matter!

Secondly, TSS has contracted with the North Dartmoor Primary Care Network (PCN) to provide counselling services to clients specifically referred to it through this channel. The North Dartmoor PCN comprises five surgeries located in Okehampton, on Dartmoor and extending to Black Torrington. TSS has contracted to provide four counselling sessions by two counsellors each per week (a total of eight sessions), to be delivered on a Saturday at Castle Ham Lodge in Okehampton. Two of our existing External Independent Providers (EIPs) have taken on these Saturday roles and the counselling rooms used at Castle Ham Lodge are of a high standard.

Following the signing of contracts, this work commenced in November 2022 and is ongoing. TSS has purchased resources and equipment to facilitate this work away from the main office, including sand trays, art materials, other counselling resources etc, to replicate some of our core offering at Castle Ham Lodge. In addition, our thanks go to the Scheme Manager and the team at

Castle Ham Lodge for their assistance in the provision of these facilities. The money that TSS receives from this contract goes, in some part, to assisting fund our core work of providing free counselling to the majority of our clients.

The core function of TSS remains constant – the provision of counselling, at no charge, to clients aged 5 to 25 living in Okehampton and the surrounding parishes. Demand for our service continues to grow and, notably, demand from primary age clients has increased. It was necessary during the year to close both our secondary and primary age waiting lists for some period as they had both become lengthy, and the amount of time clients were waiting, excessive. We managed this situation by redirecting EIP capacity and recruiting new counsellors to enhance total capacity. In terms of paid sessions, Okehampton College chose not to continue purchasing their two weekly drop-in sessions after the end of summer term in July 22.

Our service offering remains a series of eight sessions for each client with one counsellor. If the counsellor feels that they need to continue working with a client beyond this, the case is assessed with the clinical supervisor to determine how many additional sessions may be required, if any. The majority of appointments take place during the school day but we do have capacity to offer a limited number of after-school appointments (outside of the contracted Saturday sessions). We also have the capacity to work online, as learnt during the pandemic, for clients unable to access the office for any reason.

Typically, across the year, Tor was able to increase the number of weekly sessions it offered from around 47 sessions per week to 64 sessions per week. This represents approaching 1,900 sessions per year from TSS, an amazing figure given our limited budget and charitable status.

On this note, I would also like to extend my thanks to the whole team at Tor, the office team, the counsellors and the Trustees, for making these numbers possible. We welcomed three new/returning counsellors in the year – Sally, Sharon and Deevette – and said goodbye to Gayle, who has moved onto pastures new. We continue to look to work with new volunteer and placement counsellors, to enhance our provision, and deploy our staff members and EIP (contracted) counsellors to best effect.

Importantly, our long term staff member, Debbie Andrews, resigned her position as Joint Co-ordinator, with effect from the end of March 23. I would like to thank Debbie for all the years of hard work and dedication, and wish her all the best in her continued endeavours. It is to the benefit of TSS that Debbie will continue to work with us as an external supervisor. In addition, Rachel, our trauma counsellor, has decided to take a years' sabbatical, also with effect from end of March 23, although she too will to work within our staff as a trainee supervisor. We wish Rachel all the best for her sabbatical year. Both of these changes have provided an opportunity to review the staff provision at Tor, and what changes could be made to best reflect the demands of the service, and we will be advertising for a new counsellor. With a wealth of experience and knowledge, Mel will be taking on the vast majority of the administrative hours

from the Joint Co-ordinator role to become Tor's new Non-clinical Co-ordinator. Our congratulations and thanks to Mel.

To ensure the continued robust implementation of safeguarding measures, we offered Safeguarding Refresher training in November, run by Jane Lake, a very experienced safeguarding practitioner. The individuals who attending this training reported it to be informative and useful, and we thank Jane for her ongoing work with Tor in providing training and advice, often on an ad hoc basis.

I attach below some statistics summarising the profile of our clients:

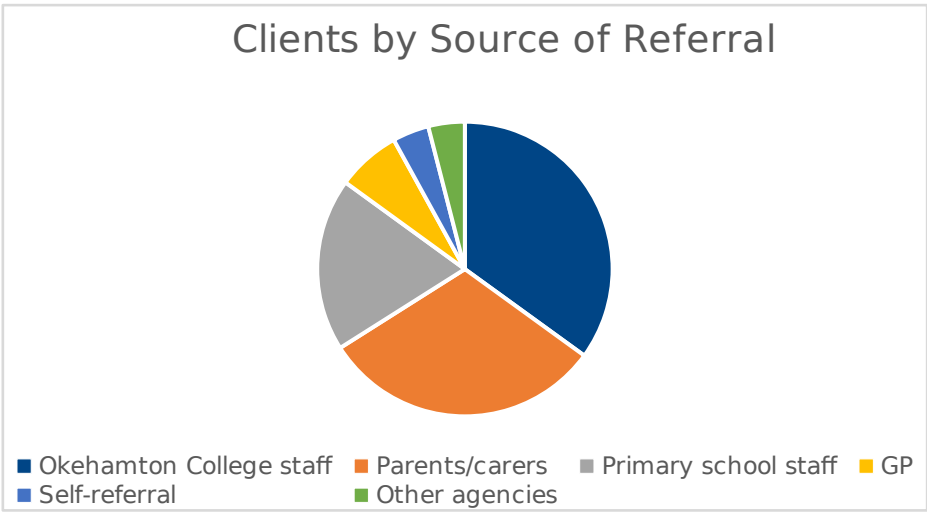
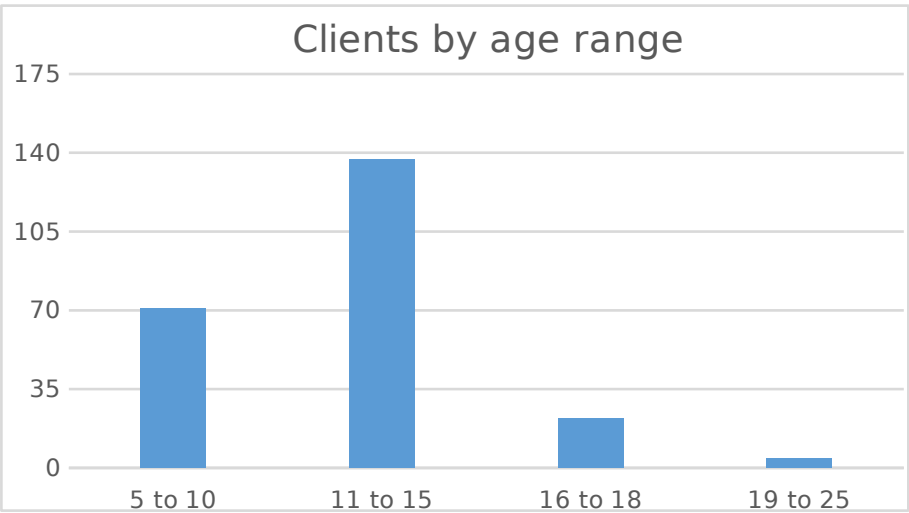
Figures for 2022-23 are given below. Figures for 2021-22 are given in brackets.

During this financial year, we received a total of 234 (205) referrals. The age range of clients were 71 (53) aged 5-10, 137 (114) aged 11-15, 22 (32) aged 16-18 and 4 (6) between 19 and 25. This data demonstrates both the increase in total number of referrals, and the marked increase in primary age clients. Some of the continued demand for our services may be a longer term effect of the Covid-19 pandemic, whilst the increased awareness of social, emotional and mental health needs, particularly for those individuals with neurodiversity, may also be a factor.

In 2022-23, 59% (64%) of our clients were students at Okehampton College, 30% (24%) from primary schools with the remaining 11% either no longer in education, home schooled or at another secondary school.

The reasons for referral continue to multiple and varied, with the majority of clients presenting with general anxiety and stress. Roughly 10% of clients disclose thoughts of suicide ideation at their initial assessment, whilst counsellors have notice an anecdotal increase in clients presenting with issues of gender identity.

Post-counselling evaluation demonstrates that 90% of clients who responded agreed that 'The counsellor helped me to understand my situation and my feelings', whilst 92% agreed that 'I think counselling is a good way to deal with problems'. Additional feedback on what was the best thing about counselling include the responses 'Being able to make painful memories of my past less painful' and 'Being able to talk without judgement. And have other perspectives on my issues'.



\*Other agencies include Community Links South West, Children's and Young People's Mentor, social worker, Action for Children, TSS counsellor)

Nicola Frost

Service Manager

November 2023

**Tor Support Services**  
**Unaudited Financial Statements**  
**31 March 2023**

**WESTCOTTS (SW) LLP**

Chartered accountants

Timberly

South Street

Axminster

Devon

EX13 5AD

# **Tor Support Services**

## **Financial Statements**

**Year ended 31 March 2023**

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# Tor Support Services

## Trustees' Annual Report

Year ended 31 March 2023

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The trustees present their report and the unaudited financial statements of the charity for the year ended 31 March 2023.

### Reference and administrative details

<b>Registered charity name</b>	Tor Support Services
<b>Charity registration number</b>	1163407
<b>Principal office</b>	Okehampton College 20 Mill Road Okehampton EX20 1PW

### The trustees

Dr Kathryn Vile  
Mr Anthony Barker  
Mrs Karen Nolan  
Mr Mervin Scott  
Dr Marilyn Livingstone  
Ms Kim Whittle  
Ms Anna-Marie Tooth  
Mrs Helene Cox

<b>Independent examiner</b>	Robyn Gifford-England ACA Westcotts (SW) LLP Timberly South Street Axminster Devon EX13 5AD
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### Structure, governance and management

Tor Support Services is a Charitable Incorporated Organisation (since September 2015) but has been a registered charity since November 2011. The charity is managed by its Trustee Board currently of 8.

# Tor Support Services

## Trustees' Annual Report *(continued)*

Year ended 31 March 2023

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### Objectives and activities

Tor Support Services provides a confidential counselling, information and advice service for children and young people between the ages of 5 and 25 and their families from our base at Okehampton College.

Our counselling services is provided with a mixture of paid staff and volunteers with each counsellor receiving regular clinical supervision from a paid supervisor. Each child and young person requiring counselling is assessed by our co-ordinator who will explore initial presenting issues and assign the CYP to the most appropriate counsellor. We are members of the British Association of Counselling and Psychotherapy and adhere to its framework in the delivery of our service.

Our staff and volunteers are enhanced DBS checked every three years and all are required to complete Level 3 Safeguarding.

### Achievements and performance

2022-23 has been a year of significant change and growth for Tor Support Services (TSS). Firstly, Okehampton College required the use of our offices in the Community Centre, necessitating the relocation of TSS. After working together with the team from the College to establish our requirements, we were assigned new premises in the former Sixth Form common room. We vacated our old premises in July 2022 and the College contractors and Premises Team worked hard over the summer break to create our new suite of rooms. A concerted effort by staff, aided by the Chair of Trustees, in the first week of the new Autumn term in September 2022, saw us able to open to clients the following week in our new space.

We now have a purpose-made office suite, comprising four generous counselling rooms plus a large open office space with kitchenette. Our offices have an external and internal entrance, plus entrance lobby, to accommodate clients coming to us from both inside College and from outside. All of the counselling rooms are well furnished and well resourced, with two designated mainly for primary age clients and the other two for secondary age and above. The new office suite has significantly enhanced Tor's capacity and facilities for counsellors, clients, the office team, training sessions, visitors etc and we look forward to a secure future in our new location.

Secondly, TSS has contracted with the North Dartmoor Primary Care Network (PCN) to provide counselling services to clients specifically referred to it through this channel. The North Dartmoor PCN comprises five surgeries located in Okehampton, on Dartmoor and extending to Black Torrington. TSS has contracted to provide four counselling sessions by two counsellors each per week (a total of eight sessions), to be delivered on a Saturday at Castle Ham Lodge in Okehampton. Two of our existing External Independent Providers (EIPs) have taken on these Saturday roles and the counselling rooms used at Castle Ham Lodge are of a high standard. Following the signing of contracts, this work commenced in November 2022 and is ongoing. The money that TSS receives from this contract goes, in some part, to assisting fund our core work of providing free counselling to the majority of our clients.

The core function of TSS remains constant – the provision of counselling, at no charge, to clients aged 5 to 25 living in Okehampton and the surrounding parishes. Demand for our service continues to grow and, notably, demand from primary age clients has increased. It was necessary during the year to close both our secondary and primary age waiting lists for some period as they had both become lengthy, and the amount of time clients were waiting, excessive. We managed this situation by redirecting EIP capacity and recruiting new counsellors to enhance total capacity.

Figures for 2022-23 are given below. Figures for 2021-22 are given in brackets.

# Tor Support Services

## Trustees' Annual Report *(continued)*

### Year ended 31 March 2023

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During this financial year, we received a total of 234 (205) referrals. The age range of clients were 71 (53) aged 5-10, 137 (114) aged 11-15, 22 (32) aged 16-18 and 4 (6) between 19 and 25. This data demonstrates both the increase in total number of referrals, and the marked increase in primary age clients. Some of the continued demand for our services may be a longer term effect of the Covid-19 pandemic, whilst the increased awareness of social, emotional and mental health needs, particularly for those individuals with neurodiversity, may also be a factor.

Our service offering remains a series of eight sessions for each client with one counsellor. If the counsellor feels that they need to continue working with a client beyond this, the case is assessed with the clinical supervisor to determine how many additional sessions may be required, if any. The majority of appointments take place during the school day but we do have capacity to offer a limited number of after-school appointments (outside of the contracted Saturday sessions). We also have the capacity to work online, as learnt during the pandemic, for clients unable to access the office for any reason.

In 2022-23, 59% (64%) of our clients were students at Okehampton College, 30% (24%) from primary schools with the remaining 11% either no longer in education, home schooled or at another secondary school.

The reasons for referral continue to multiple and varied, with the majority of clients presenting with general anxiety and stress. Roughly 10% of clients disclose thoughts of suicide ideation at their initial assessment, whilst counsellors have notice an anecdotal increase in clients presenting with issues of gender identity.

Post-counselling evaluation demonstrates that 90% of clients who responded agreed that 'The counsellor helped me to understand my situation and my feelings', whilst 92% agreed that 'I think counselling is a good way to deal with problems'. Additional feedback on what was the best thing about counselling include the responses 'Being able to make painful memories of my past less painful' and 'Being able to talk without judgement. And have other perspectives on my issues'.

During 2022-2023, the Board of Trustees changed with the resignations of Tracey Green in July 2022, Theresa Weaver and Sophie Goodwin Hughes in November 2022 and Stacey Pavely in February 2023 and the appointments of Anna-Marie Tooth in February 2023 and Kim Whittle in March 2023.

As at 31 March 2023, the Board comprises: Kathryn Vile (Chair), Tony Barker (Treasurer), Helene Cox, Marilyn Livingstone, Karen Nolan, Mervin Scott, Anna-Marie Tooth and Kim Whittle.

# Tor Support Services

## Trustees' Annual Report *(continued)*

Year ended 31 March 2023

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### Financial review

Total incoming resources generated during the period were £81,709 (2022: £45,784).

As at 31 March 2023, the charity had reserves totalling £38,977 of which £4,365 is unrestricted. This level of unrestricted reserves equates to approximately one month of expenditure. The trustees believe that the unrestricted reserves held are adequate to enable the charity to continue but endeavour to increase the level of unrestricted reserves.

### Public benefit

In planning our activities for the year we have kept in mind the Charity Commission guidance on public benefit.

### Plans for future periods

The trustees will continue to achieve the objectives of the charity and look to increase incoming resources.

### Risk review

Risks to which the charity is exposed are regularly reviewed by the Trustees and steps taken as necessary to mitigate these.

Internal risks are minimised by procedures which require authorisation of all transactions and projects and a system of regular supervision and appraisal to ensure consistent quality of delivery of all operational aspects of the charitable company.

The trustees' annual report was approved on 5 October 2023 and signed on behalf of the board of trustees by:



Dr Kathryn Vile  
Trustee



Mr Anthony Barker  
Trustee

# Tor Support Services

## Independent Examiner's Report to the Trustees of Tor Support Services

Year ended 31 March 2023

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I report to the trustees on my examination of the financial statements of Tor Support Services ('the charity') for the year ended 31 March 2023.

### Responsibilities and basis of report

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

I report in respect of my examination of the charity's financial statements carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the 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 financial statements do not accord with those records; or
3. the financial statements 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 have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Robyn Gifford-England ACA  
Independent Examiner  
Westcotts (SW) LLP  
Timberly  
South Street  
Axminster  
Devon  
EX13 5AD

06 October 2023

# Tor Support Services

## Statement of Financial Activities

Year ended 31 March 2023

		2023	2022		
	Note	Unrestricted funds £	Restricted funds £	Total funds £	Total funds £
<b>Income and endowments</b>					
Donations and legacies	4	16,144	63,993	80,137	44,284
Charitable activities	5	1,058	–	1,058	627
Investment income	6	514	–	514	873
<b>Total income</b>		<u>17,716</u>	<u>63,993</u>	<u>81,709</u>	<u>45,784</u>
<b>Expenditure</b>					
Expenditure on charitable activities	7,8	43,748	58,066	101,814	81,028
<b>Total expenditure</b>		<u>43,748</u>	<u>58,066</u>	<u>101,814</u>	<u>81,028</u>
Net losses on investments	9	–	(1,649)	(1,649)	(1,881)
<b>Net expenditure and net movement in funds</b>		<u>(26,032)</u>	<u>4,278</u>	<u>(21,754)</u>	<u>(37,125)</u>
<b>Reconciliation of funds</b>					
Total funds brought forward		<u>30,397</u>	<u>30,334</u>	<u>60,731</u>	<u>97,856</u>
<b>Total funds carried forward</b>		<u>4,365</u>	<u>34,612</u>	<u>38,977</u>	<u>60,731</u>

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

The notes on pages 8 to 17 form part of these financial statements.

# Tor Support Services

## Statement of Financial Position

31 March 2023

	Note	2023 £	2022 £
<b>Fixed assets</b>			
Tangible fixed assets	14	303	768
Investments (restricted fund)	15	<u>18,660</u>	<u>20,309</u>
		18,963	21,077
<b>Current assets</b>			
Debtors	16	1,691	4,627
Cash at bank and in hand		<u>20,847</u>	<u>37,107</u>
		22,538	41,734
<b>Creditors: amounts falling due within one year</b>	17	<u>2,524</u>	<u>2,080</u>
<b>Net current assets</b>		<u>20,014</u>	<u>39,654</u>
<b>Total assets less current liabilities</b>		<u>38,977</u>	<u>60,731</u>
<b>Net assets</b>		<u>38,977</u>	<u>60,731</u>
<b>Funds of the charity</b>			
Restricted funds		34,612	30,334
Unrestricted funds		<u>4,365</u>	<u>30,397</u>
<b>Total charity funds</b>	18	<u>38,977</u>	<u>60,731</u>

These financial statements were approved by the board of trustees and authorised for issue on 5 October 2023 and are signed on behalf of the board by:



Dr Kathryn Vile  
Trustee



Mr Anthony Barker  
Trustee

The notes on pages 8 to 17 form part of these financial statements.

# Tor Support Services

## Notes to the Financial Statements

Year ended 31 March 2023

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### 1. General information

The charity is a Charitable Incorporated Organisation (CIO) managed by its Trustee Board. The address of the principle office is Community Hub, Okehampton College, 20 Mill Road, Okehampton, Devon, EX20 1PW.

### 2. Statement of compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the 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) (Charities SORP (FRS 102)) and the Charities Act 2011.

### 3. Accounting policies

#### Basis of preparation

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investment properties measured at fair value through income or expenditure.

The financial statements are prepared in sterling, which is the functional currency of the entity.

#### Going concern

There are no material uncertainties about the charity's ability to continue.

#### Disclosure exemptions

The entity satisfies the criteria of being a qualifying entity as defined in FRS 102. As such, advantage has been taken of the following disclosure exemptions available under paragraph 1.12 of FRS 102:

(a) No cash flow statement has been presented.

#### Judgements and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

# Tor Support Services

## Notes to the Financial Statements *(continued)*

Year ended 31 March 2023

---

### 3. Accounting policies *(continued)*

#### Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.

#### Incoming resources

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- legacy income is recognised when receipt is probable and entitlement is established.
- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

# Tor Support Services

## Notes to the Financial Statements *(continued)*

Year ended 31 March 2023

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### 3. Accounting policies *(continued)*

#### Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

#### Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses. Any tangible assets carried at revalued amounts are recorded at the fair value at the date of revaluation less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

An increase in the carrying amount of an asset as a result of a revaluation, is recognised in other recognised gains and losses, unless it reverses a charge for impairment that has previously been recognised as expenditure within the statement of financial activities. A decrease in the carrying amount of an asset as a result of revaluation, is recognised in other recognised gains and losses, except to which it offsets any previous revaluation gain, in which case the loss is shown within other recognised gains and losses on the statement of financial activities.

#### Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Equipment - 3 Years

#### Investments

Unlisted equity investments are initially recorded at cost, and subsequently measured at fair value. If fair value cannot be reliably measured, assets are measured at cost less impairment.

# Tor Support Services

## Notes to the Financial Statements *(continued)*

### Year ended 31 March 2023

---

#### 3. Accounting policies *(continued)*

##### Investments *(continued)*

Listed investments are measured at fair value with changes in fair value being recognised in income or expenditure.

##### Impairment of fixed assets

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date.

For the purposes of impairment testing, when it is not possible to estimate the recoverable amount of an individual asset, an estimate is made of the recoverable amount of the cash-generating unit to which the asset belongs. The cash-generating unit is the smallest identifiable group of assets that includes the asset and generates cash inflows that largely independent of the cash inflows from other assets or groups of assets.

##### Financial instruments

A financial asset or a financial liability is recognised only when the entity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs, unless the arrangement constitutes a financing transaction, where it is recognised at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

#### 4. Donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
<b>Donations</b>			
Donations	(61,856)	63,993	2,137
<b>Grants</b>			
Grants receivable	78,000	—	78,000
	<u>16,144</u>	<u>63,993</u>	<u>80,137</u>

# Tor Support Services

## Notes to the Financial Statements *(continued)*

Year ended 31 March 2023

### 4. Donations and legacies *(continued)*

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
<b>Donations</b>			
Donations	3,646	–	3,646
<b>Grants</b>			
Grants receivable	11,773	28,865	40,638
	<u>15,419</u>	<u>28,865</u>	<u>44,284</u>

### 5. Charitable activities

	Unrestricted Funds £	Total Funds 2023 £	Unrestricted Funds £	Total Funds 2022 £
Other income from charitable activities	<u>1,058</u>	<u>1,058</u>	<u>627</u>	<u>627</u>

### 6. Investment income

	Unrestricted Funds £	Total Funds 2023 £	Unrestricted Funds £	Total Funds 2022 £
Income from listed investments	<u>514</u>	<u>514</u>	<u>873</u>	<u>873</u>

### 7/8. Expenditure on charitable activities by fund type

	Unrestricted Funds £	Restricted Funds £	2023 Total £	2022 Total £
Salaries & staff costs inc supervision	33,852	32,431	66,283	54,895
Memberships	40	275	315	275
Travel/Volunteer expenses	2,234	-	2,234	2,317
Legal and Governance (support)	464	50	514	895
Office costs – other	4,666	-	4,666	2,112
Training	630	-	630	1,325
Depreciation	755	-	755	658
Insurance	529	-	529	529
Entertaining	-	-	-	25
Session Resources	-	25,310	25,310	17,625
Bank charges	362	-	362	156
Fundraising expenses	216	-	216	216
	<u>43,748</u>	<u>58,066</u>	<u>101,814</u>	<u>81,028</u>

# Tor Support Services

## Notes to the Financial Statements *(continued)*

Year ended 31 March 2023

---

### 9. Net losses on investments

	Restricted Funds £	Total Funds 2023 £	Restricted Funds £	Total Funds 2022 £
Gains/(losses) on listed investments	<u>(1,649)</u>	<u>(1,649)</u>	<u>(1,881)</u>	<u>(1,881)</u>

### 10. Net expenditure

Net expenditure is stated after charging/(crediting):

	2023 £	2022 £
Depreciation of tangible fixed assets	<u>755</u>	<u>658</u>

### 11. Independent examination fees

	2023 £	2022 £
Fees payable to the independent examiner for: Independent examination of the financial statements	<u>376</u>	<u>350</u>

### 12. Staff costs

The average head count of employees during the year was 6 (2022: 6).

No employee received employee benefits of more than £60,000 during the year (2022: Nil).

### 13. Trustee remuneration and expenses

No remuneration or other benefits from employment with the charity or a related entity were received by the trustees (2022: none).

No trustee expenses have been incurred (2022: none).

# Tor Support Services

## Notes to the Financial Statements *(continued)*

Year ended 31 March 2023

---

### 14. Tangible fixed assets

	Equipment £
<b>Cost</b>	
At 1 April 2022	1,975
Additions	290
<b>At 31 March 2023</b>	<u>2,265</u>
<b>Depreciation</b>	
At 1 April 2022	1,207
Charge for the year	755
<b>At 31 March 2023</b>	<u>1,962</u>
<b>Carrying amount</b>	
<b>At 31 March 2023</b>	<u>303</u>
At 31 March 2022	<u>768</u>

### 15. Investments (restricted fund)

	Listed investments £
<b>Cost or valuation</b>	
At 1 April 2022	20,309
Additions	—
Fair value movements	(1,649)
<b>At 31 March 2023</b>	<u>18,660</u>
<b>Impairment</b>	
<b>At 1 April 2022 and 31 March 2023</b>	
<b>Carrying amount</b>	
<b>At 31 March 2023</b>	<u>18,660</u>
At 31 March 2022	<u>20,309</u>

All investments shown above are held at valuation.

#### Financial assets held at fair value

The fair value valuation has been provided by the investment managers.

### 16. Debtors

	2023 £	2022 £
Trade debtors	<u>1,691</u>	<u>4,627</u>

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# Tor Support Services

## Notes to the Financial Statements *(continued)*

Year ended 31 March 2023

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### 17. Creditors: amounts falling due within one year

	2023	2022
	£	£
Trade creditors	2,244	1,830
Accruals and deferred income	280	250
	<u>2,524</u>	<u>2,080</u>

### 18. Analysis of charitable funds

#### Unrestricted funds

	At 1 April 2022	Income	Expenditure	Transfers	At 31 March 2023
	£	£	£	£	£
Unrestricted funds	<u>30,397</u>	<u>17,716</u>	<u>(43,748)</u>	<u>—</u>	<u>4,365</u>

	At 1 April 2021	Income	Expenditure	Transfers	At 31 March 2022
	£	£	£	£	£
Unrestricted funds	<u>27,522</u>	<u>16,919</u>	<u>(44,044)</u>	<u>30,000</u>	<u>30,397</u>

# Tor Support Services

## Notes to the Financial Statements *(continued)*

Year ended 31 March 2023

### 18. Analysis of charitable funds *(continued)*

#### Restricted funds

	At 1 April 2022 £	Income £	Expenditure £	Transfers £	Gains and losses £	At 31 March 20 23 £
United charities	7,187	11,146	(18,221)	–	–	112
Investments held	20,309	–	–	–	(1,649)	18,660
Awards 4 All	2,838	9,814	(8,867)	–	–	3,785
Postcode Lottery Fund	–	18,692	(14,139)	–	–	4,553
Farringdon House	–	11,506	(5,608)	–	–	5,898
Foyle Foundation Devon Community Foundation	–	3,835	(2,231)	–	–	1,604
Primary Care Network	–	4,000	(4,000)	–	–	–
	<u>30,334</u>	<u>63,993</u>	<u>(58,066)</u>	<u>–</u>	<u>(1,649)</u>	<u>34,612</u>

	At 1 April 2021 £	Income £	Expenditure £	Transfers £	Gains and losses £	At 31 March 20 22 £
Restricted Funds	–	–	–	–	–	–
United charities	7,187	19,051	(16,213)	–	–	10,025
Investments held	52,190	–	–	(30,000)	(1,881)	20,309
Awards 4 All	4,354	9,814	(14,168)	–	–	–
Farringdon Trust	5,132	–	(5,132)	–	–	–
Newby Trust	1,471	–	(1,471)	–	–	–
	<u>70,334</u>	<u>28,865</u>	<u>(36,984)</u>	<u>(30,000)</u>	<u>(1,881)</u>	<u>30,334</u>

# Tor Support Services

## Notes to the Financial Statements *(continued)*

Year ended 31 March 2023

---

### 18. Analysis of charitable funds *(continued)*

The investment fund is restricted in that the capital cannot be disposed.

Any income arising from the investments is available to be spent at the discretion of the trustees.

United Charities - this fund is for the cost of conducting counselling sessions.

Awards 4 All - this fund is for the cost of conducting counselling sessions.

Farringdon Trust - this fund is for the cost of conducting counselling sessions.

Devon Community Foundation - this fund is for the cost of conducting counselling sessions.

Foyle Foundation - this fund is for the cost of conducting counselling sessions.

Postcode Lottery Fund - this fund is for the cost of conducting counselling sessions.

Primary Care Network – this fund is used (a) to meet the costs of conducting counselling sessions on the 39 Saturdays each year that fall within school term time and (b) towards the general costs of conducting other counselling sessions throughout the year.

### 19. Analysis of net assets between funds

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Tangible fixed assets	303	–	303
Investments	–	18,660	18,660
Current assets	6,586	15,952	22,538
Creditors less than 1 year	(2,524)	–	(2,524)
<b>Net assets</b>	<u>4,365</u>	<u>34,612</u>	<u>38,977</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Tangible fixed assets	768	–	768
Investments	–	20,309	20,309
Current assets	31,709	10,025	41,734
Creditors less than 1 year	(2,080)	–	(2,080)
<b>Net assets</b>	<u>30,397</u>	<u>30,334</u>	<u>60,731</u>

### 20. Related parties

There were no related party transactions during the year (2022: none)



Tor Support Services

Independent Examiner's Report to the Trustees of Tor Support Services

Year ended 31 March 2023

I report to the trustees on my examination of the financial statements of Tor Support Services ('the charity') for the year ended 31 March 2023.

Responsibilities and basis of report

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

I report in respect of my examination of the charity's financial statements carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the 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 financial statements do not accord with those records; or
3. the financial statements 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 have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Robyn Gifford-England ACA

Independent Examiner

Westcotts (SW) LLP

Timberly

South Street

Axminster

Devon

EX13 5AD

**TOR SUPPORT SERVICES**

England & Wales - Charity number 1163407

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# Accounts

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**Tor Support Services**  
**Unaudited Financial Statements**  
**31 March 2022**

**WESTCOTTS**

Chartered accountants  
7C Cranmere Road  
Okehampton  
Devon  
EX20 1UE

# **Tor Support Services**

## **Financial Statements**

**Year ended 31 March 2022**

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# Tor Support Services

## Trustees' Annual Report

Year ended 31 March 2022

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The trustees present their report and the unaudited financial statements of the charity for the year ended 31 March 2022.

### Reference and administrative details

**Registered charity name** Tor Support Services  
**Charity registration number** 1163407  
**Principal office** Community Hub  
Okehampton College  
20 Mill Road  
Okehampton  
EX20 1PW

### The trustees

Dr Kathryn Vile  
Mr Anthony Barker  
Mrs Karen Nolan  
Mr Mervin Scott  
Mrs Theresa Weaver  
Dr Marilyn Livingstone (Appointed 14 June 2021)  
Mr Sam Williams (Resigned 1 December 2021)  
Mrs Sophie Goodwin-Hughes  
Mrs Helene Cox  
Mrs Tracey Green (Appointed 4 August 2021)  
Mrs Stacey Pavely (Appointed 7 February 2022)

**Independent examiner** Mrs S L Watts FCCA DChA  
Westcotts  
7C Cranmere Road  
Okehampton  
Devon  
EX20 1UE

### Structure, governance and management

Tor Support Services is a Charitable Incorporated Organisation (since September 2015) but has been a registered charity since November 2011. The charity is managed by its Trustee Board of 10.

# Tor Support Services

## Trustees' Annual Report *(continued)*

Year ended 31 March 2022

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### Objectives and activities

Tor Support Services provides a confidential counselling, information and advice service for children and young people between the ages of 5 and 25 and their families from our base at the community hub at Okehampton College.

Our counselling services is provided with a mixture of paid staff and volunteers with each counsellor receiving regular clinical supervision from a paid supervisor. Each child and young person requiring counselling is assessed by our co-ordinator who will explore initial presenting issues and assign the CYP to the most appropriate counsellor. We are members of the British Association of Counselling and Psychotherapy and adhere to its framework in the delivery of our service.

Our staff and volunteers are enhanced DBS checked every three years and all are required to complete Level 3 Safeguarding.

# Tor Support Services

## Trustees' Annual Report *(continued)*

Year ended 31 March 2022

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### Achievements and performance

2021-2022 witnessed a continuation of the fall-out of the Coronavirus pandemic. While working patterns for staff and schools returned to something more nearly resembling normality, for children and young people in our client age range of 5 to 25 years of age, the effects of the previous year of lockdowns and social isolation clearly continued to be felt as the demand for our counselling services continued to grow.

Figures for 2021-2022 are given below. Figures for 2020-2021 are given in brackets.

Over the past year we have seen a total of 205 (122) clients. The age range of these was 53 (28) aged 5-10, 114 (84) aged 11-15, 32 (21) aged 16-18 and 6 (1) between 19 and 25. This significant increase on the numbers for 2020-2021 when the service was essentially restricted to online operation bears out the thought noted above that the impact of the Covid-19 pandemic continues to be felt.

Clients are normally allocated to a counsellor for a series of eight sessions. Normally these are scheduled to be held at the same time each week. If the counsellor feels that more sessions are needed, the case is assessed with the clinical supervisor to determine if additional sessions would be helpful. The majority of appointments take place during school term time but are scheduled to be held during break times or after school so as not to impact on the school day. However, any client who is in the sixth form or older or who has left school can access the service at any time.

In 2021-2022, 64% (64%) of our clients have been students at Okehampton College, 24% (21%) from primary schools with the remaining 12% (15%) have been from the Okehampton area but either no longer in education, home school or other secondary schools.

During 2021-2022, we continued to use External Independent Providers (EIPs) to work alongside our salaried and volunteer counsellors in order to cope with the case load.

The most common reason for a need for counselling continues to be general anxiety and stress. This is closely followed by a wide range of issues including low self-esteem, anger management, family issues, depression, issues with school, bereavement, behavioural/eating disorders, interpersonal and health, bullying, self-identity, self-harm and trauma.

We use the CORE assessment tool to measure the difference counselling makes in three areas: emotional resilience, anxiety/depression, safety/risk of harm. Of those who have completed their counselling with us 90% have reported progress.

During 2021-2022, the Board of Trustees changed with the end of term of office of Sam Williams in November 2021. Tracy Green was appointed in August 2021 but resigned in May 2022. Stacey Pavely was appointed in February 2022. Theresa Weaver resigned in May 2022 having given 12 years' service to Tor Support.

The Board currently comprises: Kathryn Vile (Chair), Tony Barker (Treasurer), Helene Cox, Sophie Goodwin-Hughes, Marilyn Livingstone, Karen Nolan, Stacey Pavely and Mervin Scott.

# Tor Support Services

## Trustees' Annual Report *(continued)*

Year ended 31 March 2022

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### Financial review

Total incoming resources generated during the period were £45,784 (2021: £60,218).

As at 31 March 2022, the charity had reserves totalling £60,731 of which £30,397 is unrestricted. This level of unrestricted reserves equates to approximately 8 months of expenditure. The trustees believe that the unrestricted reserves held are adequate to enable the charity to continue but endeavour to increase the level of unrestricted reserves.

### Public benefit

In planning our activities for the year we have kept in mind the Charity Commission guidance on public benefit.

### Plans for future periods

The trustees will continue to achieve the objectives of the charity and look to increase incoming resources.

### Risk review

Risks to which the charity is exposed are regularly reviewed by the Trustees and steps taken as necessary to mitigate these.

Internal risks are minimised by procedures which require authorisation of all transactions and projects and a system of regular supervision and appraisal to ensure consistent quality of delivery of all operational aspects of the charitable company.

The trustees' annual report was approved on 7 September 2022 and signed on behalf of the board of trustees by:



Dr Kathryn Vile  
Trustee



Mr Anthony Barker  
Trustee

# Tor Support Services

## Independent Examiner's Report to the Trustees of Tor Support Services

Year ended 31 March 2022

---

I report to the trustees on my examination of the financial statements of Tor Support Services ('the charity') for the year ended 31 March 2022.

### Responsibilities and basis of report

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

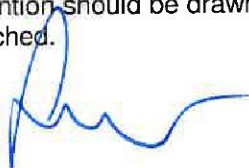
I report in respect of my examination of the charity's financial statements carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

### 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 financial statements do not accord with those records; or
3. the financial statements 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 have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Mrs S L Watts FCCA DChA  
Independent Examiner  
Westcotts  
Chartered Accountants  
7C Cranmere Road  
Okehampton  
Devon  
EX20 1UE

6 October 2022

# Tor Support Services

## Statement of Financial Activities

Year ended 31 March 2022

		2022	2021		
	Note	Unrestricted funds £	Restricted funds £	Total funds £	Total funds £
<b>Income and endowments</b>					
Donations and legacies	4	15,419	28,865	44,284	59,093
Charitable activities	5	627	—	627	—
Investment income	6	873	—	873	1,125
<b>Total income</b>		<u>16,919</u>	<u>28,865</u>	<u>45,784</u>	<u>60,218</u>
<b>Expenditure</b>					
Expenditure on charitable activities	7,8	44,044	36,984	81,028	56,516
<b>Total expenditure</b>		<u>44,044</u>	<u>36,984</u>	<u>81,028</u>	<u>56,516</u>
Net (losses)/gains on investments	9	—	(1,881)	(1,881)	1,463
<b>Net (expenditure)/income</b>		<u>(27,125)</u>	<u>(10,000)</u>	<u>(37,125)</u>	<u>5,165</u>
Transfers between funds		30,000	(30,000)	—	—
<b>Net movement in funds</b>		<u>2,875</u>	<u>(40,000)</u>	<u>(37,125)</u>	<u>5,165</u>
<b>Reconciliation of funds</b>					
Total funds brought forward		<u>27,522</u>	<u>70,334</u>	<u>97,856</u>	<u>92,691</u>
<b>Total funds carried forward</b>		<u>30,397</u>	<u>30,334</u>	<u>60,731</u>	<u>97,856</u>

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

The notes on pages 8 to 16 form part of these financial statements.

# Tor Support Services

## Statement of Financial Position

31 March 2022

	Note	2022 £	2021 £
<b>Fixed assets</b>			
Tangible fixed assets	14	768	1,097
Investments (restricted fund)	15	<u>20,309</u>	<u>52,190</u>
		21,077	53,287
<b>Current assets</b>			
Debtors	16	4,627	—
Cash at bank and in hand		<u>37,107</u>	<u>46,464</u>
		41,734	46,464
<b>Creditors: amounts falling due within one year</b>	17	<u>2,080</u>	<u>1,895</u>
<b>Net current assets</b>		<u>39,654</u>	<u>44,569</u>
<b>Total assets less current liabilities</b>		<u>60,731</u>	<u>97,856</u>
<b>Net assets</b>		<u>60,731</u>	<u>97,856</u>
<b>Funds of the charity</b>			
Restricted funds		30,334	70,334
Unrestricted funds		<u>30,397</u>	<u>27,522</u>
<b>Total charity funds</b>	18	<u>60,731</u>	<u>97,856</u>

These financial statements were approved by the board of trustees and authorised for issue on 7 September 2022, and are signed on behalf of the board by:



Dr Kathryn Vile  
Trustee



Mr Anthony Barker  
Trustee

The notes on pages 8 to 16 form part of these financial statements.

# Tor Support Services

## Notes to the Financial Statements

Year ended 31 March 2022

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### 1. General information

The charity is a Charitable Incorporated Organisation (CIO) managed by its Trustee Board. The address of the principle office is Community Hub, Okehampton College, 20 Mill Road, Okehampton, Devon, EX20 1PW.

### 2. Statement of compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the 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) (Charities SORP (FRS 102)) and the Charities Act 2011.

### 3. Accounting policies

#### Basis of preparation

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investment properties measured at fair value through income or expenditure.

The financial statements are prepared in sterling, which is the functional currency of the entity.

#### Going concern

There are no material uncertainties about the charity's ability to continue.

#### Disclosure exemptions

The entity satisfies the criteria of being a qualifying entity as defined in FRS 102. As such, advantage has been taken of the following disclosure exemptions available under paragraph 1.12 of FRS 102:

(a) No cash flow statement has been presented for the company.

#### Judgements and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

#### Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.

# Tor Support Services

## Notes to the Financial Statements *(continued)*

Year ended 31 March 2022

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### 3. Accounting policies *(continued)*

#### Incoming resources

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- legacy income is recognised when receipt is probable and entitlement is established.
- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

#### Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

#### Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses. Any tangible assets carried at revalued amounts are recorded at the fair value at the date of revaluation less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

# Tor Support Services

## Notes to the Financial Statements *(continued)*

Year ended 31 March 2022

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### 3. Accounting policies *(continued)*

#### Tangible assets *(continued)*

An increase in the carrying amount of an asset as a result of a revaluation, is recognised in other recognised gains and losses, unless it reverses a charge for impairment that has previously been recognised as expenditure within the statement of financial activities. A decrease in the carrying amount of an asset as a result of revaluation, is recognised in other recognised gains and losses, except to which it offsets any previous revaluation gain, in which case the loss is shown within other recognised gains and losses on the statement of financial activities.

#### Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Equipment - 3 Years

#### Investments

Unlisted equity investments are initially recorded at cost, and subsequently measured at fair value. If fair value cannot be reliably measured, assets are measured at cost less impairment.

Listed investments are measured at fair value with changes in fair value being recognised in income or expenditure.

#### Impairment of fixed assets

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date.

For the purposes of impairment testing, when it is not possible to estimate the recoverable amount of an individual asset, an estimate is made of the recoverable amount of the cash-generating unit to which the asset belongs. The cash-generating unit is the smallest identifiable group of assets that includes the asset and generates cash inflows that largely independent of the cash inflows from other assets or groups of assets.

#### Financial instruments

A financial asset or a financial liability is recognised only when the entity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs, unless the arrangement constitutes a financing transaction, where it is recognised at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

# Tor Support Services

## Notes to the Financial Statements *(continued)*

Year ended 31 March 2022

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### 4. Donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
<b>Donations</b>			
Donations	3,646	–	3,646
<b>Grants</b>			
Grants receivable	11,773	28,865	40,638
	<u>15,419</u>	<u>28,865</u>	<u>44,284</u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
<b>Donations</b>			
Donations	2,933	3,000	5,933
<b>Grants</b>			
Grants receivable	–	53,160	53,160
	<u>2,933</u>	<u>56,160</u>	<u>59,093</u>

### 5. Charitable activities

	Unrestricted Funds £	Total Funds 2022 £	Unrestricted Funds £	Total Funds 2021 £
Other income from charitable activities	<u>627</u>	<u>627</u>	<u>–</u>	<u>–</u>

### 6. Investment income

	Unrestricted Funds £	Total Funds 2022 £	Unrestricted Funds £	Total Funds 2021 £
Income from listed investments	<u>873</u>	<u>873</u>	<u>1,125</u>	<u>1,125</u>

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# Tor Support Services

## Notes to the Financial Statements *(continued)*

Year ended 31 March 2022

### 7/8. Expenditure on charitable activities

	Unrestricted Funds £	Restricted Funds £	2022 Total £	2021 Total £
Salaries & staff costs inc supervision	32,110	22,785	54,895	35,793
Memberships	-	275	275	275
Travel/Volunteer expenses	2,317	-	2,317	314
Legal and Governance (support)	895	-	895	192
Office costs – other	2,112	-	2,112	2,007
Training	1,325	-	1,325	1,540
Depreciation	658	-	658	549
Insurance	529	-	529	529
Entertaining	25	-	25	-
Session Resources	3,701	13,924	17,625	15,080
Bank charges	156	-	156	21
Fundraising expenses	216	-	216	216
	<u>44,044</u>	<u>36,984</u>	<u>81,028</u>	<u>56,516</u>

### 9. Net (losses)/gains on investments

	Restricted Funds £	Total Funds 2022 £	Restricted Funds £	Total Funds 2021 £
Gains/(losses) on listed investments	<u>(1,881)</u>	<u>(1,881)</u>	<u>1,463</u>	<u>1,463</u>

### 10. Net (expenditure)/income

Net (expenditure)/income is stated after charging/(crediting):

	2022 £	2021 £
Depreciation of tangible fixed assets	<u>658</u>	<u>549</u>

### 11. Independent examination fees

	2022 £	2021 £
Fees payable to the independent examiner for: Independent examination of the financial statements	<u>350</u>	<u>330</u>

### 12. Staff costs

The average head count of employees during the year was 6 (2021: 6).

No employee received employee benefits of more than £60,000 during the year (2021: Nil).

### 13. Trustee remuneration and expenses

No remuneration or other benefits from employment with the charity or a related entity were received by the trustees.

No trustee expenses have been incurred.

# Tor Support Services

## Notes to the Financial Statements *(continued)*

Year ended 31 March 2022

---

### 14. Tangible fixed assets

	Equipment £
<b>Cost</b>	
At 1 April 2021	1,646
Additions	329
<b>At 31 March 2022</b>	<u>1,975</u>
<b>Depreciation</b>	
At 1 April 2021	549
Charge for the year	658
<b>At 31 March 2022</b>	<u>1,207</u>
<b>Carrying amount</b>	
<b>At 31 March 2022</b>	<u>768</u>
At 31 March 2021	<u>1,097</u>

### 15. Investments (restricted fund)

	Listed investments £
<b>Cost or valuation</b>	
At 1 April 2021	52,190
Additions	—
Disposals	(30,000)
Fair value movements	(1,881)
<b>At 31 March 2022</b>	<u>20,309</u>
<b>Impairment</b>	
<b>At 1 April 2021 and 31 March 2022</b>	
<b>Carrying amount</b>	
<b>At 31 March 2022</b>	<u>20,309</u>
At 31 March 2021	<u>52,190</u>

All investments shown above are held at valuation.

#### Financial assets held at fair value

The fair value valuation has been provided by the investment managers.

### 16. Debtors

	2022 £	2021 £
Trade debtors	<u>4,627</u>	<u>—</u>

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# Tor Support Services

## Notes to the Financial Statements *(continued)*

Year ended 31 March 2022

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### 17. Creditors: amounts falling due within one year

	2022	2021
	£	£
Trade creditors	1,830	1,645
Accruals and deferred income	250	250
	<u>2,080</u>	<u>1,895</u>

### 18. Analysis of charitable funds

#### Unrestricted funds

	At 1 April 2021	Income	Expenditure	Transfers	At 31 March 2022
	£	£	£	£	£
Unrestricted funds	<u>27,522</u>	<u>16,919</u>	<u>(44,044)</u>	<u>30,000</u>	<u>30,397</u>

	At 1 April 2020	Income	Expenditure	Transfers	At 31 March 2021
	£	£	£	£	£
Unrestricted funds	<u>16,677</u>	<u>4,058</u>	<u>(17,185)</u>	<u>23,972</u>	<u>27,522</u>

# Tor Support Services

## Notes to the Financial Statements *(continued)*

Year ended 31 March 2022

### 18. Analysis of charitable funds *(continued)*

#### Restricted funds

	At 1 April 2021 £	Income £	Expenditure £	Transfers £	Gains and losses £	At 31 March 20 22 £
United charities	7,187	19,051	(16,213)	–	–	10,025
Police crime commissioner	–	–	–	–	–	–
Investments held	52,190	–	–	(30,000)	(1,881)	20,309
Awards 4 All	4,354	9,814	(14,168)	–	–	–
Farringdon Trust	5,132	–	(5,132)	–	–	–
Newby Trust	1,471	–	(1,471)	–	–	–
	<u>70,334</u>	<u>28,865</u>	<u>(36,984)</u>	<u>(30,000)</u>	<u>(1,881)</u>	<u>30,334</u>

	At 1 April 2020 £	Income £	Expenditure £	Transfers £	Gains and losses £	At 31 March 20 21 £
United charities	865	10,095	(3,773)	–	–	7,187
Police crime commissioner	9	3,000	(3,037)	28	–	–
Investments held	74,727	–	–	(24,000)	1,463	52,190
Awards 4 All	413	9,837	(5,896)	–	–	4,354
Farringdon Trust	–	5,132	–	–	–	5,132
Newby Trust	–	5,000	(3,529)	–	–	1,471
Devon County Council	–	4,277	(4,277)	–	–	–
Devon Community Foundation	–	18,819	(18,819)	–	–	–
	<u>76,014</u>	<u>56,160</u>	<u>(39,331)</u>	<u>(23,972)</u>	<u>1,463</u>	<u>70,334</u>

# Tor Support Services

## Notes to the Financial Statements *(continued)*

Year ended 31 March 2022

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### 18. Analysis of charitable funds *(continued)*

The investment fund is restricted in that the capital cannot be disposed. However, during the year the trustees agreed to withdraw £30,000 from the fund to enable the charity to continue to meet its objectives.

Any income arising from the investments is available to be spent at the discretion of the trustees.

United Charities - this fund is for the cost of conducting counselling sessions.

Police Crime Commissioner - this fund is for the cost of counselling, specifically in the area of sexual abuse.

Awards 4 All - this fund is for the cost of conducting counselling sessions.

Farringdon Trust - this fund is for the cost of conducting counselling sessions.

Newby Trust - these funds are no longer restricted.

Devon County Council - these funds are to help alleviate the emotional, educational and physical consequences of the Covid-19 pandemic.

Devon Community Foundation - these funds are to help alleviate the emotional, educational and physical consequences of the Covid-19 pandemic.

### 19. Analysis of net assets between funds

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Tangible fixed assets	768	–	768
Investments	–	20,309	20,309
Current assets	31,709	10,025	41,734
Creditors less than 1 year	(2,080)	–	(2,080)
<b>Net assets</b>	<u>30,397</u>	<u>30,334</u>	<u>60,731</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Tangible fixed assets	1,097	–	1,097
Investments	–	52,190	52,190
Current assets	28,320	18,144	46,464
Creditors less than 1 year	(1,895)	–	(1,895)
<b>Net assets</b>	<u>27,522</u>	<u>70,334</u>	<u>97,856</u>

### 20. Related parties

There were no related party transactions during the year (2021: none)

**TOR SUPPORT SERVICES**

England & Wales - Charity number 1163407

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# Accounts

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## **Annual Report from the Chair of Tor Support 2020-2021**

I think the heads of most organisations will be starting their annual report with a statement along the lines that the past 18 months have been unprecedented in the history of their organisation and as Chair of Tor Support I can say that is .definitely the case for us

At the beginning of the financial year 2020-2021 we had just gone into the first national lockdown and by the end of the year we were in the middle of the third lockdown. This has obviously had huge implications for the delivery of a service .which up till then was exclusively face to face

With a huge amount of good will and hard work on the part of the whole team we rose to the challenges and have continued to provide a first class service to our vulnerable clients. Within a very few weeks of the first lockdown our counsellors had done the required training to enable them to provide safe, confidential on-line counselling. This was supported by the admin team and our IT trustee who set up the training and put in the infra-structure to enable this. The children and young people themselves have also been very adaptable and have coped very well with this change in the delivery of the service and feedback from them remains very positive

The team of co-ordinators Debbie Andrews and Helen Seaton Burn and administrator Mel Pike put in a huge amount of time and effort to get the team ready for this change of provision and also to set the organisation up for a covid secure return to more face to face appointments in periods between .lockdowns. I can't thank them enough for all their hard work and dedication

The counsellors have really risen to the challenge and their commitment and flexibility has ensured that children and young people have been able to continue to access counselling. The team is now very flexible with a combination of employed counsellors, volunteers and independent external providers many of whom gained much valuable experience working with Tor .Support

Our salaried counsellors are Rachel Hirsch and Karen Hedges . Rachel brings her considerable skills in dealing with clients with multiple and complex problems. She has started to train in Eye Movement and De-sensitising Therapy (EMDR) a powerful technique for helping people who are suffering from post traumatic stress disorder and once she has finished the training she will be one of the only people in Devon qualified to provide this treatment to children and young people. Karen has previously volunteered for Tor Support and worked as an independent contractor and joined the team to specialise in counselling for primary aged children

We have had a large number of volunteers giving their service to the team over the past year, these include Carey Ehrenberg who continues her very many years of volunteering for us, Devette Short, Sonia Lee, Gayle Leando, Nicola Collinson, Antonella Depetro, Naomi Parslow, Nikki Ellis Beth Kaye, Emma White and Julia Pearsall. Many of the volunteers are in their final year of training and go on to become independent practitioners when they have completed their

training. We are very grateful for their service and are pleased to welcome them back as external independent providers (EIPs). The use of EIPs allows the flexibility to provide more sessions when the waiting list grows. Antonella Depetro, Nikki Ellis, Emma White moved from volunteering to EIP status in the past year, joining Jackie Skinner who has been providing this service for

sometime  
Clinical supervision of the counsellors has been provided by Debbie Cobbledick who is an external provider and also in house by Debbie Andrews. We are very  
.grateful for the clinical support they have given to the counsellors

Over the last few years Tor support has grown both in terms of the numbers of clients seen but also in numbers of staff and counsellors and for that reason we have created a new post of Service Manager to oversee the delivery of the service. We were happy to welcome Kate Jarman to that position in March  
.2021

There has also been movement within the trustee group. Karen Nolan has been our treasurer since the beginning of Tor Support and has decided to stand down from that role but happily remain as a trustee where her knowledge of the charitable sector will continue to be invaluable. On behalf of everyone in Tor support I would like to thank her for service and expertise over so many years. Tony Barker has very kindly stepped into the position of trustee treasurer and we are pleased to welcome him to the team. Simon Hill, our IT trustee has stepped down as trustee. Over the past few years he has been a huge support to the team, setting up a database, modernising our systems and more recently enabling the provision of on-line counselling. We are very thankful for his help and wish him well with his future projects. We were very lucky to be able to recruit a replacement IT trustee very quickly and we are happy to  
.welcome Merv Scott to the team

The rest of the trustee team have continued to work hard. Laura Grant, HR trustee, was invaluable in the recruitment of our new service manager. Thank you also to Theresa Weaver Vice-Chair and Sam Williams, secretary. Sophie Goodwin Hughes and Helene Cox have worked very hard raising funds for Tor Support in a period of great uncertainty. We are very grateful to our funders who have helped us enormously in the past 12 months and enabled us to  
.provide training and a continuing service

Our thanks go to our generous donors. Okehampton United Charities have continued to donate to us through thick and thin and we are extremely grateful for their support. We are also very thankful to our other local donors -  
.Okehampton Town Council and Okehampton Hamlets Parish Council  
The Covid relief grants from Devon County Council, Devon Community Foundation and Awards for All have been invaluable over this very challenging year as have the grants from the Newby Trust and Farringdon School Trust. The grant from the Police and Crime Commission has enabled us to continue our work with victims of crime and sexual abuse. We would also like to thank the Seamoor Lottery, Waitrose Okehampton, Belstone Tearooms, the friends of Bridestowe Primary School and all the people who have donated through our  
just giving page

.Thank you to Thomas Westcott, Accountants for auditing Tor Support Accounts

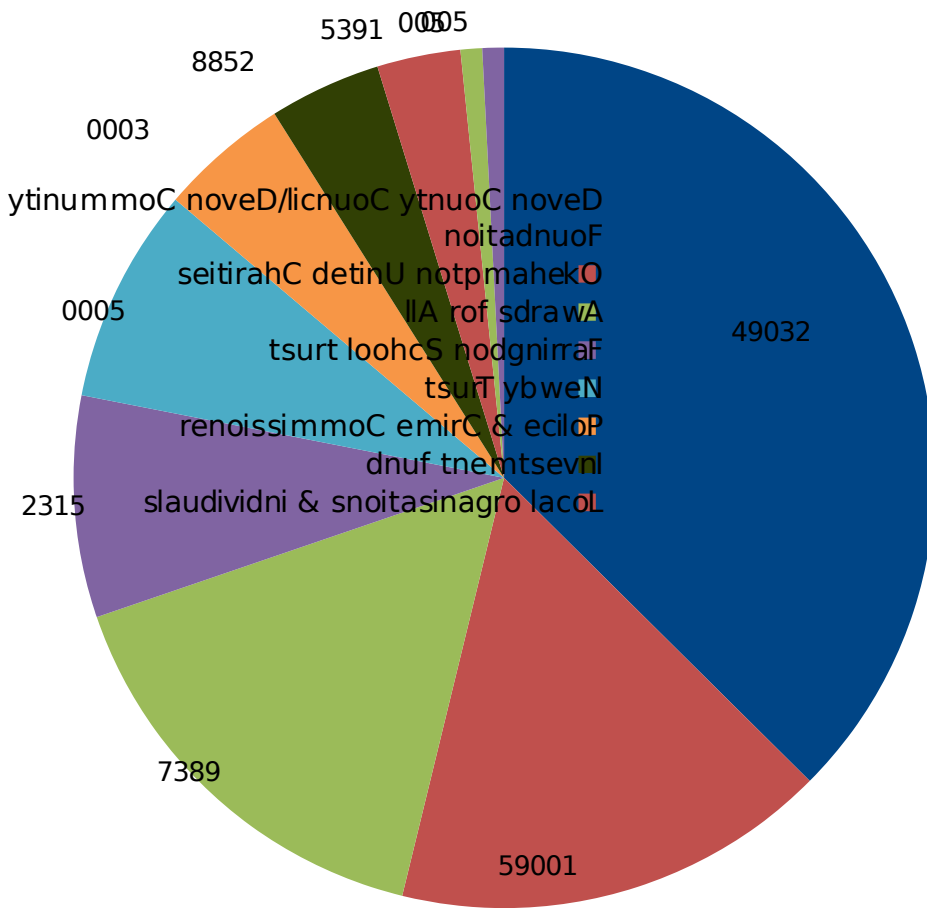
Looking to the future our priority remains ensuring the continuing viability of the charity and its important work in supporting the children and young people of our community in an increasingly uncertain funding environment. We however are optimistic that we can continue to maintain and hopefully expand our service to meet the increasing need for this important work

Kathryn Vile  
Chair of Trustees

## **Financial report from the Treasurer**

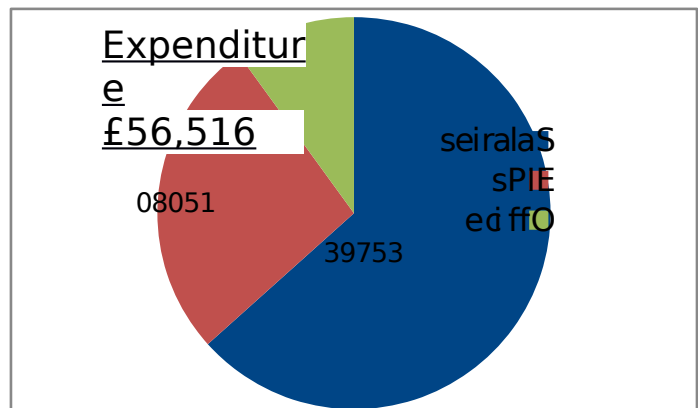
Grant aid received in response to bids made to individual funds remains our major source of income. In the year to the end of March 2021 we are pleased to report that our income from such major funders meant that we were able to provide our full range of counselling activity. In particular, Okehampton United Charities, Okehampton Town Council, Okehampton Hamlets Parish Council, the Devon and Cornwall Police and Crime Commissioner, the National Lottery in the guise of Awards for All, the Newby Trust and the Farringdon School Trust were all most generous in their support of our work. The large number of local funders that feature in this list is, we believe, a reflection of the appreciation in the locality of the work in which we are engaged which is, essentially, focused on the community of Okehampton and the surrounding area

Other donations from local organisations and individuals amounted to £1,935 and an increase in the value of our investment fund and interest income from it amounted to a further £2,588. However, this report does need to acknowledge the extraordinary consequences of the Covid-19 pandemic and our sincere thanks are due to the substantial injection of funding from Devon County Council and Devon Community Foundation to our work made as a reaction to this. All together, this meant our total income for the year to the end of March 2021 amounted to £61,681. With this high level of financial support, we were able to continue to provide as full a programme of counselling activity as is possible within the means of our salaried staff supplemented by a considerable input from our External Independent Providers (EIPs)



Income  
£61,681

Expenditure for the year amounted to a total of £56,516. It is unsurprising but reassuring that 90% of this related to our core, counselling activities being salary and supervision payments to our staff to payments to EIPs for the delivery of counselling sessions. The remaining 10% covered a large range of administrative and other enabling costs



Our total assets at the end of the year amounted to £97,856 of which £52,190 is held in our investment fund. The Trustees have paid due regard to the Charity Commission's guidance on public benefit when deciding on the appropriateness of activity. The financial records for Tor Support Services have been subject to external examination by Thomas Westcott (Chartered Accountants) and are deemed to be a true and fair reflection of the finances. A full copy of their report and our detailed accounts can be found on our website .at [www.torsupportservices.org.uk](http://www.torsupportservices.org.uk)

Tony Barker  
Treasurer Trustee

### **Report from Tor Support Service Coordinator**

What a year! As reported last year we had a quick turnaround from face-to-face counselling to online sessions using Microsoft Teams. Huge thanks to Simon Hill .the IT trustee, he was so very patient with us

From April all counselling and administration was conducted from home. Initially a lot of clients said they would have preferred to meet face to face, however every available appointment was filled and we were able to respond to clients very quickly, providing a service that in pre-pandemic times was .impossible to achieve

Many, many thanks go to our staff and volunteers who rose magnificently to work out of their comfort zones online, setting themselves up with equipment, neutral backgrounds, secure spaces and getting familiar with virtual .paperwork

Clients also rose to the challenge and sourced the technology to access Teams as well as a safe space where they wouldn't be overheard or interrupted during counselling. We sought permissions and agreements over what to do if we became worried about a client. Karen learnt new ways to be creative with the primary aged clients she works with, asking them to bring toys and drawing .stuff to online sessions

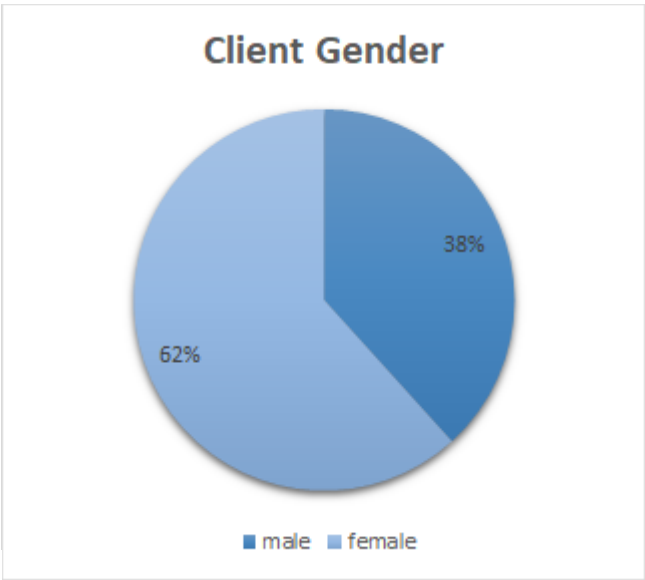
Gradually, and through the selflessness of office staff, Tor Support opened its doors to those students in college to come in and meet their counsellors virtually from the counselling rooms. Many thanks to the trustees and our funders for responding so quickly by funding the laptops for each room as well .as protective shielding and lots of hand gel and cleaning equipment

Since September 2020 we have delivered a blended approach of online and face to face counselling. The number of face-to-face sessions we could offer was limited by the suitability of our rooms in terms of social distancing and ventilation without compromising confidentiality. We have three rooms, one of which is simply too small to meet students in safely, the other being borderline in terms of space. Thanks go to Okehampton College who allowed us to use the large former pre-school room, plenty of space and ventilation. No room went unused and we made full use of the smaller rooms to offer online counselling and the two larger rooms for face to face enabling us to increase the number of clients seen. Another huge benefit of online working has been for students isolating at home, being able to carry on meeting their counsellor provided .they had the right resources and a safe space to do so

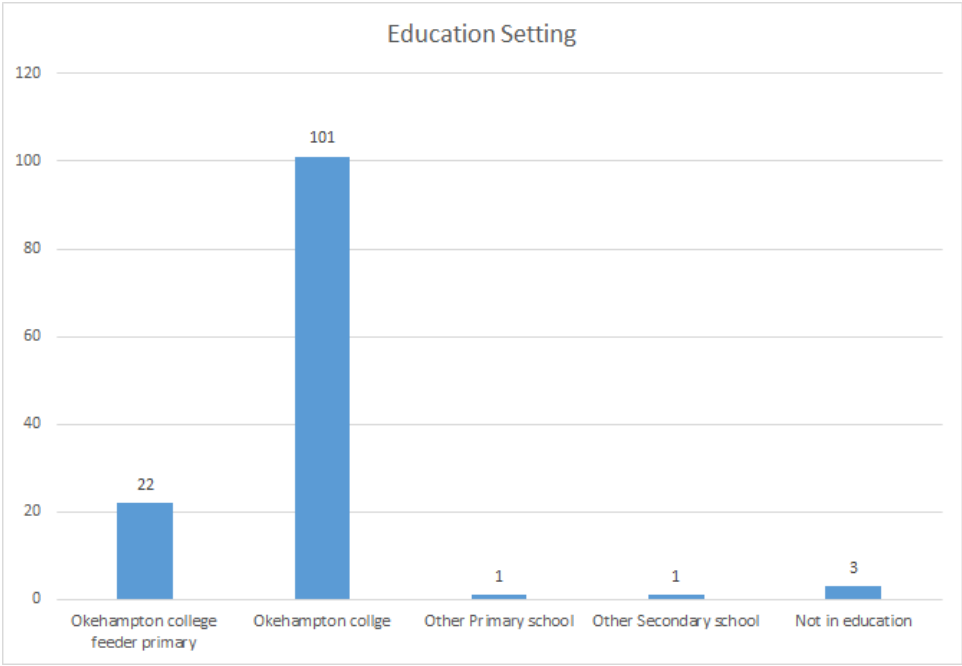
We interviewed 3 volunteers online, recruited them, DBS'd them, inducted them and got them working online. Welcome to Sonia, Deevette and Gayle. It was strange meeting them in person later in the year! Naomi a volunteer .moved on and wish her all the best in her counselling career

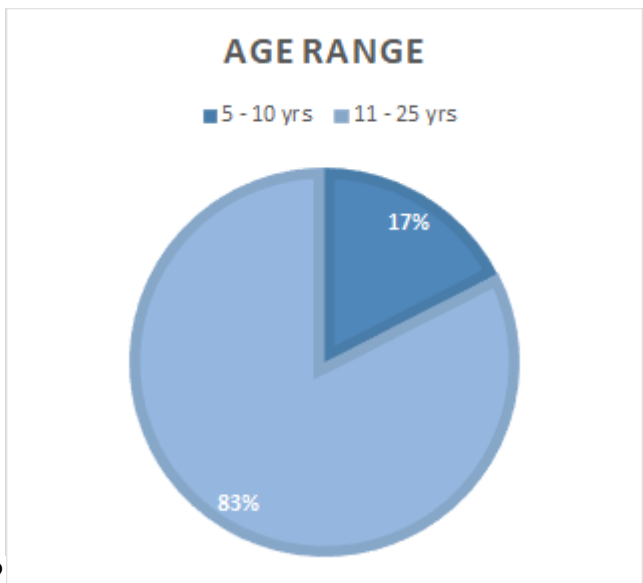
Over the last financial year there were 134 referrals, 128 of which were accepted by clients, the rest were declined as no longer needed for now. We provided 1,100 sessions over the year, an average of 28 sessions, 28 clients, a .week delivered by up to 13 counsellors

[.Some interesting statistics below](#)



females, 49 males 79





+primary, 104 secondary and 18 22

Accounts: Thomas Westcott

Banking: National Westminster

:Our Staff

Debbie Andrews  
Helen Seaton-Burn  
Mel Pike  
Kate Jarman  
Rachel Hirsch  
Karen Hedges

:Our Volunteers

Carey Ehrenberg  
Antonella Depetro  
Naomi Parslow  
Nikki Ellis  
Beth Kaye  
Emma White  
Julia Pearsall  
Devette Short  
Sonia Lee  
Gayle Leando  
Nicola Collinson

:Our Trustees

Kathryn Vile - Chair  
Theresa Weaver - Vice Chair  
Antony Barker Treasurer  
Sam Williams - Secretary  
Karen Nolan  
Simon Hill - IT (Left November 2020)  
Mervin Scott-IT (Joined January 2021)  
Helene Cox - Fundraising  
Sophie Goodwin-Hughes - Fundraising  
Laura Grant - Human Resources