



# **SWITCH YOUTH SERVICES**

**Registered CIO number 1179544**

## **TRUSTEES' REPORT AND FINANCIAL STATEMENTS**

**FOR THE YEAR ENDING 31st MARCH 2025**

## **Switch Youth Services - Trustees Annual Report Year ending 31st March 2025**

The Trustees present their annual report and financial statements for the year ended 31st March 2025.

### **Background**

The charity is a charitable incorporated organisation (CIO) registered with the Charity Commission for England and Wales, registered number 1179544. The charity was incorporated on 14th August 2018, however it remained dormant until 1st May 2023 when activity commenced. This charity took over the operations, staff and premises of Maidstone Town Centre Youth Café (previously a registered charity, registered number 1127568) with effect from that date.

### **Trustees**

The trustees of the charity during the year were

David Creasey  
Nicola Gallagher - resigned 17/05/2024  
Marianne Webb  
Rachel Jones  
Vanessa Marson - appointed 19/06/2024

### **Registered Address**

Switch Youth Services  
34a High Street  
Maidstone ME14 5JH

### **Solicitors**

Gullands Solicitors LLP  
16 Mill Street  
Maidstone ME15 6XT

### **Independent Examiner**

RT Williams  

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26 Lancet Lane  
Maidstone ME15 9RY

## **Switch Youth Services - Trustees Annual Report Year ending 31st March 2025**

### **Structure and Governance**

Switch Youth Services (SYS - Charity no. 1179544) became an operational charitable Incorporated Organisation (CIO) in April 2023 although it had been incorporated in August 2018 with the intention of taking over Maidstone Town Centre Youth Café (MTCYC - charity no. 1127568)

Switch is the only secular open access youth service available in the Maidstone Borough. Many others have closed due to withdrawals of statutory funding. Switch continues to attract large numbers of young people, many of whom have such significant problems that if Switch was not here, they would have little or no open access youth provision to engage with. Switch is served by a Trustee board and employed staff team as follows:

David Creasey is a church leader with The Vine in Maidstone where he also serves as a trustee of the charity. He is also co-opted School Governor with Leigh Academy Trust. Dave chairs the Switch trustee board.

Nicola Gallagher has been involved with Switch as a volunteer, and a trustee since June 2023. Due to relocating to the West Country Nicola resigned from the board in May 2024.

Marianne Webb is a partner with a local firm of solicitors and a trustee of Maidstone Museum Foundation.

Rachel Jones is a Director of Strategic Planning with the local NHS Trust (Maidstone and Tunbridge Wells) and a board member.

Vanessa Marson is a finance manager with Rock UK and joined our board in June 2024 on Nicola's departure.

SYS continues to employ two members of staff:

Nick Batchelor - Youth Service Manager

Erin Eversfield - Youth Centre Manager

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Both Nick and Erin have youth work qualifications:

Nick Batchelor

Youth Justice Effective Practice Certificate - level 5

Advanced Diploma in Child Psychology - level 5

Community Justice Certificate in Drug and Alcohol services - level 3

Youth Work Practice - level 3

Designated Safeguarding Lead - level 3

## **Switch Youth Services - Trustees Annual Report Year ending 31st March 2025**

Erin Eversfield  
Level 3 Diploma in Youth Work Practice  
Designated Safeguarding lead - level 3

The charity is also fortunate to have the services of a number of adult volunteers who provide a valuable service to young people. They provide a range of skills and valuable experience in their interactions with young people, and we are very grateful for the time they give to serving the charity.

All trustees, staff and volunteers are Disclosure and Barring Service (DBS) certificated at the enhanced level.

### **Objectives**

SYS has four main objectives as laid out in its Governing document. It achieves these objectives through facilitating;

- An open access café
- One to one mentoring
- Running multiagency outreach programmes and events
- Offering sessions for home educated young people to access pro social activities
- Educational and training sessions for young people to achieve a construction industry access card (CIS).
- Providing outreach workers on a Friday evening both in the town and on the local rail network

SYS also has access to secondary schools within the borough and takes assemblies detailing its services, as well as specific sessions for the students on bullying, knife crime and crime diversion talks including the impact of drugs and alcohol – this is not an exhaustive list of all the topics covered. Switch staff have continued to deliver high quality assemblies within schools and repeat bookings of these are part of our delivery plan to reach young people during this year, making them aware of Switch services and details of our open access youth café in central Maidstone.

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### **Perspective**

Switch staff deal with some of the most difficult and hard to reach young people in Maidstone and the surrounding borough. The depth of case work and interaction with statutory agencies, including safeguarding those at risk is a considerably resource intensive part of our work. We have seen the level of safeguarding need and intensive case work increase over this last year. We believe some of this is down to the lack of statutory open access youth provision, which has decreased sharply in this 12 months, and the considerable reputation Switch has with statutory agencies, and young people

## **Switch Youth Services - Trustees Annual Report**

### **Year ending 31st March 2025**

for providing high quality professional youth provision coupled with authentic relationships that have built trust with young people. Our relationships particularly with Kent Police have been a tremendous support for us and have resulted in better outcomes for young people. Our outreach work including the work with SE Trains has resulted in greater engagement with young people from a wider area of Kent and London. We are fully aware of the position Maidstone provides for the circulation of County Lines drug distribution using the rail network hence the partnership with SE trains.

Our analysis of our activities demonstrates that level of trust, given the very high-quality conversations that have taken place as well as the safeguarding activity of our team to keep children and young people safe. That trust is very apparent when we see some of those young people returning to Switch in later years to serve as volunteers themselves.

#### **Activities**

Switch has continued to deliver high quality open access youth provision based in the county town of Maidstone. Its central premises make for easy access for young people as many transit through the town after school. Switch offers a place to meet and socialise in a safe space, where concerns, issues and conversations can take place both to safeguard young people from harm but also to develop plans and strategies to make better decisions and choices in their lives.

The trustees have focussed on 4 things this year:

1. Consistent governance arrangements are in place including the provision of policies and procedures – including safeguarding and finance. Trustee meetings are regular and cover a range of essential areas to provide good management oversight of the charity
2. Staff support and line management is a priority as is availability of trustees to help debrief case issues given the nature of the charities work
3. The rise in costs for the charity sector and the ability to attract funding on any level has been challenging this year. The trustees have sought to streamline expenditure to ensure good financial stability, but this remains a significant, demanding and formidable objective to ensure the charity's ability to survive. This is not unique to Switch as other local children and youth projects have had to close with the downturn in reliable sources of funding.
4. The trustees and staff have concentrated on promotional activities including online presence, promotional materials, and videos to increase the volumes of young people accessing SYS services and furthering other agencies knowledge and trust in SYS so they can make appropriate referrals, and to access other revenue streams.

## **Switch Youth Services - Trustees Annual Report**

### **Year ending 31st March 2025**

Our staff team and volunteers have been active this year in supporting young people through: (last year's figures are in brackets)

1. **81** (175) young people have accessed One to One Sessions
2. **4860** (4861) visits have been made to the Open Access Centre – operating Tues to Friday 3.30-7pm
3. **990** (1635) young people have attended school assemblies run by the SYS Team
4. **1417** (1335) young people have been engaged on outreach either in the town or on the rail network.
5. The total number of interactions with young people this year has been **7462** (7531).
6. The Total number of new young people who have interacted with SYS for the first time is **2834** (1932).

Whilst some activity figures have decreased, open access visits have remained very steady. We have also increased our presence in outreach work, and this has included a partnership with SE Trains giving our staff access to the rail network to engage with young people. We have seen a substantial increase in people engaging with Switch for the first time and the figures below demonstrate the areas of those interactions. There have been considerable increases in the number of conversations in all areas that we record. Most notable is the increase in conversations around crime and violence.

These are the core topics discussed within the Youth Centre and on Outreach

- 632** (308) conversations around drugs
- 438** (147) conversations around mental health
- 622** (325) conversations around relationships
- 1136** (408) conversations around crime and violence
- 1425** conversations around behaviour – new area for this report

#### **Recent trustee resignations and appointments**

Nicola Gallagher - resigned 17/05/2024

Vanessa Marson - appointed 19/06/2024

#### **Public benefit**

In considering the activities of the charity the trustees have regard to the guidance of the Charity Commission on public benefit and this has been outworked as described above.

## **Switch Youth Services - Trustees Annual Report Year ending 31st March 2025**

### **Financial review and outlook**

This is the second annual report of activity for the charity and it has resulted in income of £64395 and expenditure of £73581 giving a deficit of £9186.

The charity is dependent on the support of individuals and organisations for funding and the trustees would like to record their appreciation of the strong support they have received and their sincere thanks to all who have contributed.

As a result of the amount of support it has been able to attract during the year, and since the year end the trustees believe the charity to be a going concern. The charity aims to continue and diversify its fundraising efforts to secure the future of the work.

### **Reserves policy**

The trustees have adopted a policy that a reserve of £10,000 is required to meet unforeseen expenditures and accordingly this sum is regarded as reserves.

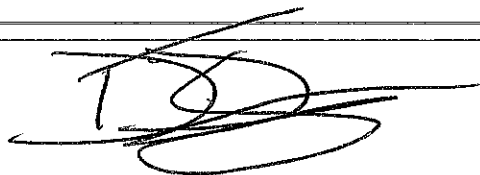
### **Risk statement**

The trustees have examined the major risks that the charity faces. These are risks from helping vulnerable young people and financial risks due to dependence on donations and grants. Risks around helping young people are mitigated by procedures mentioned previously, including DBS checks. Financial risks relate to a shortage of funds if donations are insufficient and from fraud. These are addressed by a focus on fundraising and by internal controls over expenditure.

### **Trustees' responsibilities**

The trustees acknowledge their responsibilities to keep proper accounting records, to monitor the financial position of the charity and to prepare financial statements for each accounting year, also to safeguard its assets and to guard against fraud.

Approved by order of the Board of Trustees on 26<sup>th</sup> September 2025 and signed on its behalf by:



David Creasey  
Chair of Trustees

Date: 26/9/25.

**INDEPENDENT EXAMINER'S REPORT  
TO THE TRUSTEES OF SWITCH YOUTH SERVICES  
FOR THE YEAR ENDED 31 MARCH 2025**

I report to the trustees on my examination of the accounts of Switch Youth Services ("the charity") for the year ended 31 March 2025.

**Responsibilities and basis of report**

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

I report in respect of my examination of the charity'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 2011 Act.

**Independent examiner's statement**

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

1. accounting records were not kept in respect of the charity as required by section 130 of the 2011 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

*Signed*

*RT Williams*

RT Williams  
26 Lancet Lane  
Maldstone ME15 9RY

Date 26/9/25



**Statement of Financial Activities**  
**Year ending 31st March 2025**

	Notes	2025 £	2024 £
<b>Income</b>			
Donations	2	11,678	62,517
Grants Receivable	3	48,773	23,072
Charitable Activities	4	3,944	5,738
<b>Total Income</b>		<b>64,395</b>	<b>91,327</b>
<b>Expenditure</b>			
Raising Funds			
Charitable Activities	5	72,334	65,577
Support and administration costs	5	1,247	1,193
<b>Total Expenditure</b>		<b>73,581</b>	<b>66,770</b>
<b>Net Deficit / Surplus</b>		<b>-9,186</b>	<b>24,557</b>
<b>General Fund</b>			
Balance as at 1 April 2024		24,557	-
<b>Balance at 31 March 2025</b>		<b>15,371</b>	<b>24,557</b>

*The notes on pages 11 to 13 form part of these accounts.*

**Switch Youth Services**  
**Balance Sheet**  
**As at 31st March 2025**

	Notes	2025 £	2024 £
<b>Current Assets</b>			
Bank Balances	7	14,314	23,924
Debtors	8	1,310	1,315
		<u>15,624</u>	<u>25,239</u>
 <b>Amounts due in less than one year</b>			
Creditors	9	253	682
		<u>253</u>	<u>682</u>
 <b>Net Current Assets</b>		<b>15,371</b>	<b>24,557</b>
 <b>Net Assets</b>		<u><b>15,371</b></u>	<u><b>24,557</b></u>
 <b>General Fund</b>			
Free Funds		5,371	14,557
Reserves		10,000	10,000
 <b>Total Funds</b>		<u><b>15,371</b></u>	<u><b>24,557</b></u>

The accounts were approved by the trustees on  
signed on their behalf by:

2025 and

David Creasey

*The notes on pages 11 to 13 form part of these accounts.*

**Switch Youth Services**  
**Notes to the Accounts**  
**Year ending 31st March 2025**

**1 Accounting Policies**

**Basis of Preparation**

The financial statements of the charity, which is a public benefit entity under the Financial Reporting Standard 102, have been prepared in accordance with that standard and with the associated Statement of Recommended Practice "Accounting and Reporting by Charities".

The financial statements have been prepared on a going concern basis.

**Incoming Resources**

Income is recognised when the charity is legally entitled to the income, the amount is measurable and it is probable that the income will be received

**Resources Expended**

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes VAT which cannot be recovered.

**Volunteers' food**

Small amounts of food and drink are provided to volunteers from time to time in appreciation of their services. Since the value of food provided to volunteers is quantifiable it is reflected in Café Sales and shown as a cost.

**Taxation**

The charity is exempt from corporation tax on its charitable activities

**Pension Costs**

The charity operates a defined contribution scheme. Contributions are charged to the Statement of Financial Activities in the period to which they relate.

**2 Income from Donations**

	2025	2024
	£	£
Donations from individuals and corporations	8,898	58,032
Gift Aid	2,780	4,485
	<u>11,678</u>	<u>62,517</u>

**3 Grant income**

	£	£
Grants from non-Governmental entities	35,930	12,666
Grants from Local Authorities	12,843	10,406
	<u>48,773</u>	<u>23,072</u>

**Switch Youth Services**  
**Notes to the Accounts**  
**Year ending 31st March 2025**

**4 Income from Charitable Activities**

	2025	2024
	£	£
Events Receipts	1,035	3,820
Café Sales	2,909	1,918
	<u>3,944</u>	<u>5,738</u>

**5 Charitable Activities**

	2025	2024
	£	£
<b>Direct Charitable Costs</b>		
Employment costs	52,821	44,886
Premises costs	4,905	4,688
General costs	11,975	13,304
Café supplies	2,633	2,699
	<u>72,334</u>	<u>65,577</u>

**Support and administration**

Insurance	1,247	564
Bank Charges	-	12
Costs of closing predecessor charity	-	617
Independent Examinations fee	-	-
	<u>1,247</u>	<u>1,193</u>

**6 Staff and Remuneration costs**

	2025	2024
	£	£
<b>Staff costs</b>		
Gross Salaries	51,063	43,760
Employer's NI (after allowance)	-	-
Employer's pension contributions	1,157	624
Payroll bureau cost	600	502
	<u>52,821</u>	<u>44,886</u>

The charity had two employees during the year.

**Trustees' remuneration**

No amounts were paid or are due to be paid to any trustee or to any person connected to them.

**Switch Youth Services**  
**Notes to the Accounts**  
**Year ending 31st March 2025**

**7 Bank Balances**

	<b>2025</b>	<b>2024</b>
	£	£
Nat West - Switch Youth Services account	14,229	23,420
Nat West - current account	85	504
PayPal account	-	-
	<u>14,314</u>	<u>23,924</u>

**8 Debtors**

	<b>2025</b>	<b>2024</b>
	£	£
Prepayments	-	565
PAYE & NIC in credit	560	-
Payroll Deposit	750	750
	<u>1,310</u>	<u>1,315</u>

**9 Creditors**

	<b>2025</b>	<b>2024</b>
	£	£
Other creditors	-	532
PAYE & NIC	254	150
Pension	254	682
	<u>254</u>	<u>682</u>