

CHAT YOUTH COUNSELLING

England & Wales - Charity number 1179806

Details

Status Registered

Legal form CIO

Registered 2018-09-04

Register [View on the Charity Commission register](#)

Contact

Address CHAT Youth Counselling
The Court House
Mill Road
Oundle
Peterborough
PE8 4BW

Phone 01832274422

Email info@chatyouthcounselling.org.uk

Website www.chatyouthcounselling.org.uk

Activities

Objects: CHAT EXISTS FOR:THE PRESERVATION AND PROTECTION OF THE EMOTIONAL AND MENTAL HEALTH OF YOUNG PEOPLE, AGED 9 - 25 YEARS IN OUNDLE, THRAPSTON AND SURROUNDING AREAS OF NORTH EAST OF EAST NORTHAMPTONSHIRE (HEREINAFTER CALLED THE 'AREA OF BENEFIT') BY: 3.1 OFFERING FREE INFORMATION, COUNSELLING AND MENTORING SERVICES;3.2 PROVIDING EARLY SUPPORT TO INDIVIDUALS, AS AN ALTERNATIVE TO OR PRIOR TO NHS CLINICAL INTERVENTION WORK, REDUCING THE CASES SEEKING ACCESS TO NHS CLINICAL SERVICES;3.3 PROVIDING, MAINTAINING AND DEVELOPING UP-TO-DATE QUALITY INFORMATION RESOURCES FOR YOUNG PEOPLE;3.4 WORKING WITH OTHER ORGANISATIONS IN ORDER TO STRENGTHEN THE SUPPORT AVAILABLE TO YOUNG PEOPLE.

Activities: Preservation and protection of the emotional and mental health of young people, aged 9 - 25 years in Oundle, Thrapston and surrounding areas of North East of East Northamptonshire by offering free information, professional counselling and mentoring services.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** Disability
- **Who:** Children/young People

Geography

- Northamptonshire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-04-05	£115,429	£125,202	-	-
2024-04-05	£97,415	£131,635	-	-
2023-04-05	£121,213	£133,987	-	-
2022-04-05	£189,135	£132,922	-	-
2021-04-05	£100,344	£59,123	-	-

Trustees

Name	Role	Appointed
GWEN RADCLIFFE		2018-09-04
Lita Gray		2023-07-27
Ted Sullivan		2024-07-13

CHAT YOUTH COUNSELLING

England & Wales - Charity number 1179806

Accounts



TRUSTEES ANNUAL REPORT

2024-2025

Registered Charitable Incorporated Organisation (CIO)
No 1135647



TRUSTEES ANNUAL REPORT 6th April 2024 - 6th April 2025

Names of the charity trustees who manage the charity:

Chair: Craig Wilcox
Co-Chair: Kathryn Newell
Secretary: Sarah Taylor
Treasurer: Gwen Radcliffe
Trustees: Peter Burrows
Lita Gray
Ted Sullivan
David Palmer (Joined 14th October 24)

Name of Clinical Business Manager and names of staff members:

Clinical & Business Manager: Kelly French
Professional Counsellors: Elizabeth Bond, Pauline Maxwell,
Sessional Counsellor: Catherine Baines, Natalia Mae Lavin
Finance Officer: Karina Gilder (until 28th June 24) Craig Wilcox (From 3rd February 25)

Structure, Governance and Management

Charity is constituted as:

Charitable Incorporated Organisation

Summary of objects:

CHAT exists for: The preservation and protection of the emotional and mental health of young people, aged 9-25 years in Oundle, Thrapston and surrounding villages of North East of North Northamptonshire by:

1. Offering free information, counselling and mentoring services
2. Providing early support to individuals, as an alternative to or prior to NHS clinical intervention work, reducing the cases seeking access to NHS clinical services

3. Providing, maintaining and developing up-to-date quality information resources for young people
4. Working with other organisations, in order to strengthen the support available to young people.

Trustee selection methods:

The Trustees are local people with an interest and experience in counselling, youth work, local government or other relevant leadership and management experience. They are appointed at the AGM, which reviews the appointments annually.

Management:

Trustees work closely with the charity CBM to ensure the smooth running of the charity and service delivery. Together, they are responsible for strategic planning to ensure the delivery of the client services in accordance with the Charity's objectives and for supporting funding applications to ensure the financial security and future of CHAT.

They liaise with other professionals and attend meetings, lifting CHAT's profile, increasing awareness of CHAT's presence in the community, earning recognition and respect. Trustees provide support to the employed staff, for example personnel processes, financial management and health and safety advice, to ensure that CHAT is run in a professional and legal manner.

The Trustees have had regard to the guidance issued by the Charity Commission on public benefit in all their decision making.

The part-time employed CBM supports Trustees in the development and implementation of the strategic development plan, undertaking the key administrative tasks and client management. They maintain a close working relationship with the staff on operational and procedural issues. The CBM represents the Charity at the Reach Collaborative meetings and other local community meetings. In addition, the CBM acts as the Designated Safeguarding Lead (DSL), David (Trustee) acts as an additional DSL, whilst the Chair is designated Caldicott Guardian and Data Protection Officer.

Summary of Main Activities:



CHAT Youth Counselling employs two part-time counsellors. Self-employed counsellors are available to enable CHAT to respond to periods of increased client waiting lists. They work primarily through local schools or from the CHAT office in the Courthouse, Oundle.

Prince William School, an 11-18 secondary, has an annually reviewed Service Level Agreement. CHAT provides a confidential service 5 days a week in term times, in a designated protected space. In addition to Prince William, CHAT also has also started to provide counselling at Weldon Academy, which has continued to grow throughout the year. A weekly Reach driven Drop-In is also provided in the early evening at Souster Youth in Thrapston.

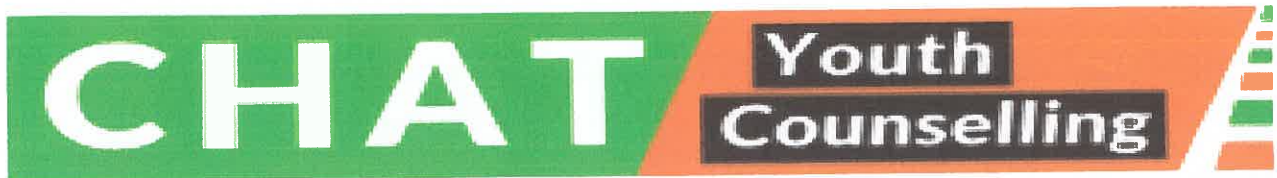
In addition, occasional work is undertaken at other local primary schools in the Northeast of North Northamptonshire. Most sessions are individual face-to-face with professional, online or telephone sessions available on request for those clients encountering issues with direct access.

All counsellors are professionally qualified and undergo regular clinical supervision and participate in ongoing professional development activities.

Referrals are taken through the CAMHS Referral Management Centre, directly from GPs and other medical professionals, schools, parents and the young people themselves. Following an initial assessment, professionals provide a six-session course of either counselling or therapeutic mentoring, as appropriate. At this point, there is a review resulting in one of the following outcomes: case closure, a referral to another support agency, or an extended counselling agreement, as required.

Achievements and Performance this year (in terms of Objects):

1. Offering free information, counselling and mentoring services
2. Providing early support to individuals, as an alternative to, or prior to NHS clinical intervention
3. Providing, maintaining and developing up-to-date quality information resources for young people
4. Working with other organisations in order to strengthen the support available to young people
5. Growing the service provided into Weldon and expanding as the school grows each academic year
6. Expand the reach across local primary schools with the Happy Heads program, which supports the 8 to 10 year age group



Summary of achievements and updates for the year

CHAT Youth Counselling is commissioned by the NHS (Integrated Care Board) to provide a service for 11–18-year-olds and vulnerable clients up to the age of 25-year-old.

The newly appointed Clinical & Business Manager has taken hold of the service throughout the year, providing support for the counselling staff while liaising and reporting to the board of trustees. In addition, the service has been strengthened further with the assistance through the trustees, of a new Finance & Data lead who has provided data support and managed financial aspects under the guidance of the trustee treasurer.

Between April 24 – April 25 CHAT delivered 1766 individual counselling sessions. Predominantly within the core 11 to 18 age range from Prince William school however also covered Weldon School and various primary schools within the catchment area. This was an increase of 250 more sessions than the previous year.

In addition, 77 Rapid Response sessions were delivered, which are high risk cases that must be seen within 1 week.

At Thrapston café, now renamed 'The Drop In', we delivered 52 cafes between April 24-25 to 110 individuals. Of these 33 young people made multiple visits to the cafe. The café is staffed by 2 full time counsellors and a volunteer. The YIACS service covering ages 19 to 25 was being implemented at the end of the year and will include another counsellor to provide the service.

CHAT continues to use a range of social media platforms to improve communication with potential clients. Its Instagram has grown to 297 followers and 112 followers on Facebook. The CHAT website provides links to other county-based and local websites, e.g., Northamptonshire Health Care Partnership Directory and provides many links and information regarding the service with the ability to raise referrals.



CHAT's area of operation covers a wide rural area in North Northamptonshire. This year, focus has remained on improving access for young people and their families in the Thrapston area. It has proved positive with continued clients accessing CHAT's range of services from the Thrapston area, along with continued use within Oundle and other local areas.

Counsellors report that the issues being presented by clients at initial assessment remain similar to those of previous years, with self-harm, family issues and anxiety remaining high. Bereavement/Loss and relationships continue to be present as issues. Low mood/self-esteem issues increased as CHAT widened counselling access to clients in the younger age group and with the continuing impact of the pandemic on young people. It has been noted that clients do not always define the issues clearly at the initial assessment, with underlying issues appearing during support, e.g., self-harm and suicidal ideation.

Client evaluative feedback on CHAT services still remains 100% positive, with no complaints being received. This is expected to continue due to the professional service that is provided.

CHAT staff provide various information leaflets, guides and online links to clients and families, covering a range of mental health issues. These continue to be updated and distributed as required. Staff maintain their expertise and knowledge through their membership of BACP; through subscription to emailed newsletters, e.g. NAYC, Youth Access, Barnardo's, NSPCC, ICO; and through the research and development in mental health provision published both nationally and locally.

All staff have up to date with training on the Lamplight recording system. Admin staff have had extended data training to ensure all reports and data submitted to MHSDS are accurate. Topics covered in CPD events have included autism and ADHD, and accessibility awareness for how young people access mental health services, in particular those with ASD.

These training opportunities help CHAT to continue to deliver a high-quality service to its clients. Performance reviews for all staff took place in January and were directed towards sustaining and embedding good practice. Staff suggestions for enhancing its services were sought during these meetings.

CHAT continues to work closely with the other local youth counselling charities via the Reach Collaborative. Regular meetings have taken place with the CBM and Chairs of Trustees to develop continuity and consistency of counselling coverage; to submit joint bids for funding; and to plan the delivery of shared counselling and therapeutic interventions, emotional support and other activities to young people and their families living within Northamptonshire. A shared Strategic Plan has been developed, reviewed and updated to steer the direction of the Reach Collaborative.

Resources have been co-produced and shared to the benefit of young people within the county, e.g., Self-Harm bags and Mood Boost booklets. A common Safeguarding recording and reporting system, MyConcern, has been explored by Reach.

The CHAT CBM has continued to represent the charity with local groups, GP surgeries, local government bodies, the Northamptonshire Early Help Service, CAMHS and with all local schools.

CHAT continues to be a member of the Mental Health Transformation Board, as all members of Reach have.

CHAT Youth Counselling has focused its developments on the areas identified in its Strategic Development Plan. These are reviewed periodically by Trustees with a new updated plan ready to implement in the first part of the next year.

The key priorities are to extend the access for young people to youth counselling support within our geographic area and maintain a consistent, respected and proficient service for young people that need it. CHAT staff have embedded the core services and contributed to the additional independently funded projects ready to expand the service in the near future.

Promotional reports, posters and adverts continue to be placed in the local press and printed publications, and regular presentations are made within school contexts communicating the free nature of CHAT's services. This has contributed to the increase in self and family referrals being received. It is planned to expand CHAT's social media presence over the forthcoming year which will assist in providing greater access to the service provided.

We have continued to attract funds from Thrapston Council, Waitrose, The Freemasons, and the Oundle & District Care charity to permit the support of young people aged 8-10 and 19-25-year-olds. The support from local organisations has been much appreciated.

CHAT has continued to review its policies. These have included Health & Safety/Risk Assessments, Volunteering and Client Care, Data Protection, Grievance and Problem Solving, and Whistleblowing, as well as Safeguarding & Child Protection and financial policies. These activities have resulted in the ongoing development of the charity's operating practices. There have been no serious incidents during this financial year.

Special thanks to Pauline Maxwell for her dedication in collecting monthly data prior to the role being filled in February. In addition, Pauline stepped up to act as interim CEO before the CBM was appointed. Her support was instrumental in keeping the service running during a critical time, and she deserves heartfelt thanks from us all.

Sincere thanks to our Board of Trustees, who generously volunteer their time to support the service. Their commitment is essential to CHAT's continued operation. As we look to the year ahead, the Board aims to strengthen its foundation by welcoming new trustees to help grow the service and meet our goals. With strong leadership and a clear vision, the future is looking bright for CHAT.

Financial Review

The Trustees aim to hold a reserve fund of 6 months expenditure against the time when NHS/ICB/Public Health funding is no longer available, to provide time for further funding applications, whilst withdrawing from client work in a professional manner. The current calculation is that reserves should not fall below £75k, allowing for redundancy provision.

During the financial year the reserve was reduced by £8908.55, of which £1920 were reallocations to REACH partners. The fall in reserves was lower than predicted in the budget as there was some saving on administration staff wages and a time-limited increase in Capacity & Demand funding from the NHS.

Trustees review the reserve holdings on a regular basis. As interest rates began to fall, Trustees decided to opt for shorter fixed term accounts, 3 months and 6 months, at the maturity of other fixed term deposits. held on the CAF Deposit Platform, managed by Flagstone investments. This policy provides flexibility and has taken advantage of best interest rates available on the CAF Deposit Platform, managed by Flagstone investments.

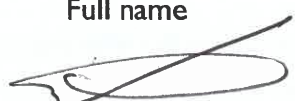
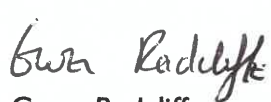
Further details can be found in the examined accounts, appended.

Declaration

The Trustees declare that they have approved the Trustees' Report above.

Signed on behalf of the charity's trustees

Signature

Full name	Position
 Craig Wilcox	Chair
 Gwen Radcliffe	Treasurer

STATEMENT OF FINANCIAL ACTIVITIES FOR YEAR ENDED 5TH APR 2025

	Note	Restricted Funds	Unrestricted Funds	Total 2024/25	Total 2023/24
Incoming Resources					
NHS Contract +2.5		£86,365.89	£0.00	£86,365.89	£78,643.69
Cafe Funding	1	£21,942.11	£0.00	£21,942.11	£26,476.00
Project Funding		£500	£0.00	£500.00	£0.00
Data Flow		£0.00	£0.00	£0.00	£6,650.00
Donations		£0.00	£2,929.49	£2,929.49	£6,700.46
Interest & Other		£0.00	£6,476.01	£6,476.01	£4,435.37
REACH Repayments		-£1,920.00	£0.00	-£1,920.00	-£25,490.72
Total		£106,888.00	£9,405.50	£115,428.76	£97,414.80
Direct 'Charitable' Expenditure					
Salaries, Pensions & NIC	2	-£105,360.15	£0.00	-£105,360.15	-£109,568.75
Travel costs - Staff		-£875.21	£0.00	-£875.21	-£1,235.30
Travel costs - Volunteers		£0.00	£0.00	£0.00	£0.00
		-£106,235.36	£0.00	-£106,235.36	-£110,804.05
Support Costs					
Supervision & Training		-£2,307.85	£0.00	-£2,307.85	-£2,993.20
Communications		-£1,987.39	£0.00	-£1,987.39	-£1,772.83
Data & Safeguarding systems		-£2,871.25	£0.00	-£2,871.25	-£1,296.00
Accommodation		-£6,309.99	£0.00	-£6,309.99	-£8,229.28
Advertising/Recruitment		£0.00	£0.00	£0.00	-£1,596.30
		-£13,476.48	£0.00	-£13,476.48	-£15,887.61
Management and Administration					
Governance	4	-£1,924.89	£0.00	-£1,924.89	-£1,904.69
Accounting		-£1,561.20	£0.00	-£1,561.20	-£1,260.90
IT Equipment/Depreciation	3	£0.00	-£1,353.58	-£1,353.58	-£554.25
Sundry Office Costs		£0.00	-£650.54	-£650.54	-£1,223.76
		-£3,486.09	-£2,004.12	-£5,490.21	-£4,943.60
Total Resources expended		-£123,197.93	-£2,004.12	-£125,202.05	-£131,635.26
Net incoming resources		-£16,309.93	£7,401.38	-£8,908.55	-£34,220.46
Transfer between funds		£0.00	£0.00	£0.00	£0.00
Total funds brought forward		£41,962.00	£102,022.07	£143,984.07	£178,204.53
Total Funds carried forward		£25,652.07	£109,423.46	£135,075.52	£143,984.07

Balance Sheet at April 5th 2025

	April 5th 2025	April 5th 2024
Computer Equipment	£4,953.67	£4,953.67
Accumulated Depreciation	-£4,657.67	-£3,961.67
Net Book Value	<u>£296.00</u>	<u>£992.00</u>
Current Assets		
Debtors		£0.00
Cash at bank	£16,654.28	£59,061.52
Cash on deposit	£120,326.86	£84,451.96
Cash in Hand	£1.50	£1.50
	<u>£136,982.64</u>	<u>£143,514.98</u>
Less current liabilities		
Creditors	-£2,203.12	-£522.91
Suspense Account	£0.00	£0.00
	<u>-£2,203.12</u>	<u>-£522.91</u>
Total Net Assets	<u>£135,075.52</u>	<u>£143,984.07</u>
Represented by		
Restricted funds	£25,652.07	£41,962.00
Unrestricted funds	£109,423.46	£102,022.07
Total Assets	<u>£135,075.52</u>	<u>£143,984.07</u>

NOTES TO THE FINANCIAL STATEMENT FOR YEAR ENDED 5TH APR 2025

1. Project Funding

In 2024-25, in addition to core funding from NHS and the 'Tier 2.5' funding from NCCG channeled through Service 6, funding was received via REACH partners for the following projects.

	Wellbeing Cafe	YIACS	Rapid Response	Tier 2.5	CD! Plus /Happy Heads	Data Flow	Total
Fund holder	lowdown	lowdown	lowdown	Service Six	NHS	Youth Works	
Unused at 5.4.2024	£0.00		£3,625.00	£12,420.00		£194.00	£16,239.00
Received 24-25	£21,942.11	£500.00	£0	£246,590.00	£21,000	£0	
Unused at 5.4.2025	£0	£0	£565.00	£0	£15,750.00	£0	£16,315.00

Rapid Response funding is to deliver emergency counselling for young people referred by A & E departments.

Wellbeing Café. Friendly mental health professionals are on hand to listen to and help individuals in their time of need, providing advice, support or signposting / referrals to the relevant team or organisation. Parents and carers are also welcome to drop-in. The YIACS funding is to deliver the service to a wider age range.

The Happy Heads funding is for period December 2024 to December 2025. The money for implementation from April to December 2015 was paid in advance.

Restricted funds at 5.4.2025	
Current projects	£16315.00
Budget support 2025-2026	£9,337.07
Total	£25,652.07

No transfers between restricted and unrestricted funds have been made.

2. REACH reallocations

Following the end of the previous financial year it was agreed that CHAT should use £12,016 of the £12420 unused Tier 2.5 money from 23-24 and reallocate the remaining £404 to Youth Works . In June a further £1516 was called in in order that partners could provide Wellness Kits.

3. Staffing

Staff costs include salaries, employers NIC and employers pension contributions plus payments to sessional counsellors. CHAT Youth Counselling applies for, and receives, the NIC Employer's Allowance of £5000. All work was covered by Core and Project funding.

4. IT Equipment

Depreciation of computer hardware is calculated using the double depreciation method based on their residual values at the end of a 4-year period.

Tangible Fixed Assets	Purchased	Original Cost	Value April 23	Value April 24	Value April 25
Laptop Treasurer	Jan 19	£431.60	£0.00	£0.00	£0.00
Laptop Manager	March 21	£1,149.97	£475.00	£250.00	£0.00
Laptop Finance Off	April 21	£648.98	£237.25	£100.00	£50.00
4 l pads *	April 20	£2289.36	£400.00	£400.00	£100.00
Laptop CEO	August 23	£434.00	.	£242.00	£146.00
		£4,953.67	£1,112.25	£992.00	£296.00

ACCOUNTING POLICIES

- Income is recognised as received or when receipt is certain.
- Direct charitable expenditure represents the salaries and expenses reimbursements for staff and volunteers.
- Support costs represent the accommodation and communication infrastructure required to support the staff and volunteers.
- Management and administration costs represent expenditure not connected with the costs of the staff and volunteers.

Independent Examiners Report to the Trustees of CHAT Youth Counselling

I report on the accounts of Oundle CHAT Youth Counselling, charity number 1179806, for the year ended 5th April 2025.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 (the Charities Act) and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act;
- follow the procedures laid down in the General Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act); and
- state whether particular matters have come to my attention.

Basis of independent examiner's statement

My examination was carried out in accordance with General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In the course of my examination, subject to not having seen the Trustees Report, no matter has come to my attention:

1. which gives me reasonable cause to believe that, in any material respect, the trustees have not met the requirements to ensure that:
 - proper accounting records are kept in accordance with section 130 of the Charities Act, and
 - accounts are prepared which agree with the accounting records and comply with the accounting requirements of the Charities Act; or
2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed: 

Dated: 17/04/2026

CHAT YOUTH COUNSELLING

England & Wales - Charity number 1179806

Accounts



TRUSTEES ANNUAL REPORT

2023-2024

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No 1135647



TRUSTEES ANNUAL REPORT 5th April 2023 - 5th April 2024

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Chair: Christine Marsters (Apr 23 to Jul 23)
Co Chair: Craig Wilcox (Jul 23 to Apr 24)
Co Chair: Diane Boyd (Jul 23 to Apr 24)
Secretary: Sarah Taylor
Treasurer: Gwen Radcliffe
Michael Jakeways
Peter Burrows
Lita Gray
Kathryn Newell

Name of Clinical Business Manager and names of staff members:

CEOs: Denise Slater and Rachel Travers (Aug 23 to Mar 24)
Seconded Clinical & Business Manager: Pauline Maxwell (Mar 24 to Apr 24)
Professional Counsellors: Elizabeth Bond, Pauline Maxwell, Natalia Mae Lavin
Sessional Counsellor: Catherine Baines
Finance Officer: Karina Gilder

Structure, Governance and Management

Charity is constituted as:

Charitable Incorporated Organisation

Summary of objects:

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1. Offering free information, counselling and mentoring services
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The Trustees have had regard to the guidance issued by the Charity Commission on public benefit in all their decision making.

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All counsellors are professionally qualified and undergo regular clinical supervision and participate in ongoing professional development activities.

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1. Offering free information, counselling and mentoring services
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4. Working with other organisations in order to strengthen the support available to young people

Summary of achievements and updates for the year

CHAT Youth Counselling is commissioned by the NHS (Integrated Care Board) to provide a service for 11–18-year-olds and vulnerable clients up to the age of 25-year-old.

The year has seen significant staffing changes across all levels and a large amount of trustee & staff time has been spent ensuring the service was maintained whilst recruiting for key roles. A new CEO was appointed in August 2023, however they then resigned in March 2024. The decision was made by the trustees to appoint a Clinical & Business Manager to replace the CEO in June 2024.



These roles have now been filled and the coming year will bring positive improvements within the team and performance.

Between April 23 – April 24 we delivered 1516 individual counselling sessions to 208 11-18 year olds. Predominantly these originated from Prince William School, however sessions were also delivered in a number of primaries (Thrapston, Oundle, Nassington) and in the office and online.

Of these 1516 sessions, 29 were referrals from the RMC and 397 were deemed to be Tier 2.5, these are all the young people whose needs are more complex and who would perhaps have seen CAMHS in the past.

In addition 84 Rapid Response sessions were delivered, which are high risk cases that must be seen within 1 week.

At Thrapston café, we delivered 51 cafes between April 23-24 to 62 individuals. Of these 38 young people made multiple visits to the cafe. The café is staffed by 2 full time counsellors and a volunteer. There are discussions at REACH about the cafes extending their age range from 8-25, which should make them even busier in the new year.

CHAT continues to use a range of social media platforms to improve communication with potential clients. Its Instagram has 218 followers and 93 followers on Facebook. The CHAT website provides links to other county-based and local websites, e.g., Northamptonshire Health Care Partnership Directory.

CHAT's area of operation covers a wide rural area in North Northamptonshire. This year, focus has remained on improving access for young people and their families in the Thrapston area. It has proved positive with continued clients accessing CHAT's range of services from the Thrapston area, along with continued use within Oundle and other local areas.

Counsellors report that the issues being presented by clients at initial assessment remain similar to those of previous years, with self-harm, family issues and anxiety remaining high. Bereavement/Loss and relationships continue to be present as issues. Low mood/self-esteem



issues increased as CHAT widened counselling access to clients in the younger age group and with the continuing impact of the pandemic on young people. It has been noted that clients do not always define the issues clearly at the initial assessment, with underlying issues appearing during support, e.g., self-harm and suicidal ideation.

Client evaluative feedback on CHAT services still remains 100% positive, with no complaints being received. This is expected to continue due to the professional service that is provided.

CHAT staff provide various information leaflets, guides and online links to clients and families, covering a range of mental health issues. These continue to be updated and distributed as required. Staff maintain their expertise and knowledge through their membership of BACP; through subscription to emailed newsletters, e.g. NAYC, Youth Access, Barnardo's, NSPCC, ICO; and through the research and development in mental health provision published both nationally and locally.

All staff have up to date with training on the Lamplight recording system. Admin staff have had extended data training to ensure all reports and data submitted to MHSDS are accurate. Topics covered in CPD events have included autism and ADHD, and accessibility awareness for how young people access mental health services, in particular those with ASD.

These training opportunities help CHAT to continue to deliver a high-quality service to its clients. Performance reviews for all staff took place in January and were directed towards sustaining and embedding good practice. Staff suggestions for enhancing its services were sought during these meetings.

CHAT continues to work closely with the other local youth counselling charities via the Reach Collaborative. Regular meetings have taken place with CEOs and Chairs of Trustees to develop continuity and consistency of counselling coverage; to submit joint bids for funding; and to plan the delivery of shared counselling and therapeutic interventions, emotional support and other activities to young people and their families living within Northamptonshire. A shared Strategic Plan has been developed, reviewed and updated to steer the direction of the Reach Collaborative. Resources have been co-produced and shared to the benefit of young people within the county, e.g., Self-Harm bags and Mood Boost booklets. A common Safeguarding recording and reporting system, MyConcern, has been explored by Reach.

The CHAT CEO has continued to represent the charity with local groups, GP surgeries, local government bodies, the Northamptonshire Early Help Service, CAMHS and with all local schools.

CHAT continues to be a member of the Mental Health Transformation Board, as all members of Reach have.



CHAT Youth Counselling has focused its developments on the areas identified in its Strategic Development Plan. These are reviewed periodically by Trustees with a new updated plan ready to implement in the first part of the next year.

The key priorities are to extend the access for young people to youth counselling support within our geographic area. CHAT staff have embedded the core services and contributed to the additional independently funded projects ready to move into Weldon Academy in the near future.

Promotional reports, posters and adverts continue to be placed in the local press and printed publications, and regular presentations are made within school contexts communicating the free nature of CHAT's services. This has contributed to the increase in self and family referrals being received. It is planned to expand on CHAT's social media presence over the forthcoming year which will assist in providing greater access to the service provided.

We have continued to attract funds from Thrapston Council, Waitrose, The Freemasons, and the Oundle & District Care charity to permit the support of young people aged 9-10 and 19–25-year-olds. The support from local organisations has been much appreciated.

CHAT has continued to review its policies. These have included Health & Safety/Risk Assessments, Volunteering and Client Care, Data protection, Grievance and Problem Solving, and Whistleblowing, as well as Safeguarding & Child Protection and financial policies. These activities have resulted in the ongoing development of the charity's operating practices. There have been no serious incidents during this financial year.

The Board is looking to expand on its solid trustee base to help grow the service and ensure targets are achieved in the forthcoming year ahead. They are also looking ahead with the appointment of a new CBM [Clinical & Business Manager].

Financial Review

The Trustees aim to hold a reserve fund of 6 months expenditure against the time when NHS/ICB/Public Health funding is no longer available, to provide time for further funding applications, whilst withdrawing from client work in a professional manner. The current calculation is that reserves should not fall below £75k allowing for redundancy provision.

During the financial year the reserve was reduced by £34,220.46. Of this, £14k was money received in advance the previous year for core work, £12419.72 was returned to funders on the

closure of the Happier Families project and £6075 was reallocated to REACH partners following CHAT session targets being missed in 22-23.

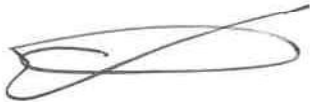

Trustees review the reserve holdings on a regular basis. Cash flow was a problem in the first half of the year, following the changes from monthly to quarterly invoicing for tier 2.5 payments. Therefore, Trustees decided to move to short notice or shorter fixed term accounts on the maturity of one-year fixed term deposits held on the CAF Deposit Platform, managed by Flagstone investments. This provides further flexibility and has taken advantage of rising variable interest rates.

Further details can be found in the examined accounts, appended.

Declaration

The Trustees declare that they have approved the Trustees' Report above.

Signed on behalf of the charity's trustees

Signature	Full name	Position
	Craig Wilcox 5/2/25	Co-Chair
	Gwen Radcliffe 5/2/2025	Treasurer

STATEMENT OF FINANCIAL ACTIVITIES FOR YEAR ENDED 5TH APR 2024

	Note	Restricted Funds £	Unrestricted Funds	Total 2023/24	Total 2022/23
Incoming Resources					
NHS Contract +2.5		£78,643.69	£0.00	£78,643.69	£78,618.00
Project Funding	1	£26,476.00	£0.00	£26,476.00	£36,076.95
Data Flow		£6,650.00	£0.00	£6,650.00	
Donations		£0.00	£6,700.46	£6,700.46	£3,500.00
Interest		£0.00	£4,435.37	£4,435.37	£3,017.96
REACH Reallocations	2	-£25,490.72	£0.00	-£25,490.72	-£16,951.00
Total		£86,278.97	£11,135.83	£97,414.80	£104,261.91
Direct 'Charitable' Expenditure					
Salaries, Pensions & NIC	3	-£98,611.88	-£10,956.88	-£109,568.75	-£95,403.77
Travel costs - Staff		-£1,111.77	-£123.53	-£1,235.30	-£2,466.32
Travel costs - Volunteers		£0.00	£0.00	£0.00	£0.00
		-£99,723.65	-£11,080.41	-£110,804.05	-£97,870.09
Support Costs					
Supervision & Training		-£2,693.88	-£299.32	-£2,993.20	-£4,343.40
Communications		-£1,641.99	-£130.84	-£1,824.43	-£2,420.66
Data & Safeguarding systems		-£1,166.40	-£129.60	-£1,296.00	-£550.00
Accommodation		-£8,229.28	£0.00	-£8,229.28	-£8,092.08
Advertising/Recruitment		-£1,596.30	£0.00	-£1,596.30	-£484.50
		-£15,327.85	-£559.76	-£15,887.61	-£15,890.64
Management and Administration					
Governance		-£1,904.69	£0.00	-£1,904.69	-£1,473.82
Accounting		-£1,260.90	£0.00	-£1,260.90	£0.00
IT Equipment/Depreciation	4	£0.00	-£554.25	-£554.25	-£884.57
Sundry Office Costs		-£1,322.41	£98.65	-£1,223.76	-£916.94
		-£4,488.00	-£455.60	-£4,943.60	-£3,275.33
Total Resources expended		-£119,539.49	-£12,095.77	-£131,635.26	-£117,036.06
Net incoming resources		-£33,260.52	-£959.94	-£34,220.46	-£12,774.15
Transfer between funds		-£68,368.67	£68,368.67	£0.00	£0.00
Total funds brought forward		£143,591.19	£34,613.34	£178,204.53	£190,978.68
Total Funds carried forward		£41,962.00	£102,022.08	£143,984.07	£178,204.53

Balance Sheet at April 5th 2024

	April 5th 2024	April 5th 2023
Computer Equipment	£4,953.67	£4,519.91
Accumulated Depreciation	-£3,961.67	-£3,407.66
Net Book Value	<u>£992.00</u>	<u>£1,112.25</u>
Current Assets		
Debtors	£0.00	£0.00
Cash at bank	£59,061.52	£11,028.67
Cash on deposit	£84,451.96	£166,735.27
Cash in Hand	£1.50	£1.50
	<u>£143,514.98</u>	<u>£177,765.44</u>
Less current liabilities		
Creditors	-£522.91	-£673.16
Suspense Account	£0.00	£0.00
	<u>-£522.91</u>	<u>-£673.16</u>
Total Net Assets	<u>£143,984.07</u>	<u>£178,204.53</u>
Represented by		
Restricted funds	£41,962.00	£143,591.19
Unrestricted funds	£102,022.08	£34,613.34
Total Assets	<u>£143,984.07</u>	<u>£178,204.53</u>

NOTES TO THE FINANCIAL STATEMENT FOR YEAR ENDED 5TH APR 2024

1. Project Funding

In 2023-24, in addition to core funding from NHS, funding was received via REACH partners for the following projects.

	Tier 2.5	Rapid Response	Data Flow	Wellbeing Cafe	Total
Fund holder	Service Six	the lowdown	Youth Works	the lowdown	
Received 23-24	£37,973.70	£5000.00	£6500.00	£21476.00	£70947.70
Unused at 5.4.2024	£12420.00	£3625.00	£194.00	£0.00	£16239.00

'Tier 2.5' funding from NCCG aims to extend youth counselling provision to offer emotional wellbeing support and counselling to children and young people referred to REACH who exceed the threshold of Tier 2, the core contract, but do not meet the threshold for CAMHS at Tier 3.

Rapid Response funding is to deliver emergency counselling for young people referred by A & E departments.

Wellbeing Café. Friendly mental health professionals are on hand to listen to and help individuals in their time of need, providing advice, support or signposting / referrals to the relevant team or organisation. Parents and carers are also welcome to drop-in.

2. REACH reallocations

The Happier Families project closed in this area during the year. The sum of £ 12410.72 unused was returned to Youth Works. In addition reallocations of 2022-23 funding were agreed by REACH resulting in a payment to the Lowdown of £6075 and £8062 to Youth Works.

Restricted funds at 5.4.2024	
Current projects	£16,239.00
Previous project funding to be used to meet deficit budget for 2024-25	£25,703.00
Total	£41,962.00

Consequently, a further transfer from restricted to unrestricted funds has been made.

3. Staffing

Staff costs include salaries, employers NIC and employers pension contributions plus payments to sessional counsellors. CHAT Youth Counselling applies for, and receives, the NIC Employer's Allowance of £5000.

The unrestricted expenditure shown on the financial activity sheet is the proportion of these staff costs which are associated with counselling clients not covered by the NHS contract. CHAT Youth Counselling applies for, and receives, the NIC Employer's Allowance of £5000.

4. IT Equipment

Depreciation of computer hardware is calculated using the double depreciation method based on their residual values at the end of a 4-year period.

Tangible Fixed Assets	Purchased	Original Cost	Value April 22	Value April 23	Value April 24
Laptop Treasurer	Jan 19	£431.60	£50.00	£0.00	£0.00
Laptop Manager	March 21	£1,149.97	£699.99	£475.00	£250.00
Laptop Finance Off	April 21	£648.98	£374.49	£237.25	£100.00
4 l pads *	April 20	£2289.36	£872.34	£400.00	£400.00
Laptop CEO	August 23	£434			£242.00
		£4,953.67	£1,996.82	£1,112.25	£992.00

ACCOUNTING POLICIES

☑ Income is recognised as received or when receipt is certain.

☑ Direct charitable expenditure represents the salaries and expenses reimbursements for staff and volunteers.

☑ Support costs represent the accommodation and communication infrastructure required to support the staff and volunteers.

☑ Management and administration costs represent expenditure not connected with the costs of the staff and volunteers.

Independent Examiners Report to the Trustees of CHAT Youth Counselling

I report on the accounts of Oundle CHAT Youth Counselling, charity number 1179806, for the year ended 5th April 2024.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 (the Charities Act) and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act;
- follow the procedures laid down in the General Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act); and
- state whether particular matters have come to my attention.

Basis of independent examiner's statement

My examination was carried out in accordance with General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts and seeking explanations from you the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below

Independent examiner's statement

In the course of my examination, subject to not having seen the Trustees Report, no matter has come to my attention:

1. which gives me reasonable cause to believe that, in any material respect, the trustees have not met the requirements to ensure that:
 - proper accounting records are kept in accordance with section 130 of the Charities Act and
 - accounts are prepared which agree with the accounting records and comply with the accounting requirements of the Charities Act; or
2. to which in my opinion attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed: 

Graham Darbourne

TC Group

The Old Town Hall

Oundle

PE8 4AL

Date: 5th February 2025

CHAT YOUTH COUNSELLING

England & Wales - Charity number 1179806

Accounts



TRUSTEES ANNUAL REPORT

2022-2023

Registered Charitable Incorporated Organisation (CIO)
No 1179806

TRUSTEES ANNUAL REPORT 6th April 2022 - 5th April 2023



Names of the charity trustees who manage the charity:

Chair: Diane Boyd
Vice Chair: Christine Marsters
Secretary: Sarah Taylor
Treasurer: Gwen Radcliffe
Valerie Chesser
Michael Jakeways
Peter Burrows (joined Feb 2023)
Paul Davies appointed by Oundle Town Council
Craig Wilcox appointed by Thrapston Town Council
Kathryn Newell GP Oundle Surgery

Names of advisors Michelle Walpole

Name of chief executive and names of staff members:

CEO and Therapeutic Mentor: Denise Slater
Professional Counsellors: Elizabeth Bond, Pauline Maxwell,
Natalia Mae Lavin (Qualified and employed September 2022)
Project Support and Administrator: Natalia Mae Lavin
Finance Officer: Karina Gilder

Structure, Governance and Management

Charity is constituted as:

Charitable Incorporated Organisation

Summary of objects:

CHAT exists for: The preservation and protection of the emotional and mental health of young people, aged 9-25 years in Oundle, Thrapston and surrounding villages of North East of North Northamptonshire by:

1. Offering free information, counselling and mentoring services
2. Providing early support to individuals, as an alternative to or prior to NHS clinical intervention work, reducing the cases seeking access to NHS clinical services
3. Providing, maintaining and developing up-to-date quality information resources for young people
4. Working with other organisations, in order, to strengthen the support available to young people.

Trustee selection methods:

The Trustees are local people with an interest and experience in counselling, youth work, local government or other relevant leadership and management experience. They are appointed at the AGM, which reviews the appointments annually.

Management:

Trustees work closely with the charity CEO to ensure the smooth running of the charity and service delivery. Together, they are responsible for the strategic planning to ensure the delivery of the client services in accordance with the Charity's objectives and for supporting funding applications to ensure the financial security and future of CHAT.

They liaise with other professionals and attend meetings, lifting CHAT's profile, increasing the awareness of CHAT's presence in the community earning it recognition and respect. Trustees provide support to the employed staff, for example personnel processes, financial management and health and safety advice, to ensure that CHAT is run in a professional and legal manner.

The Trustees have had regard to the guidance issued by the Charity Commission on public benefit in all their decision making.

The part-time employed CEO supports Trustees in the development and implementation of the strategic development plan, undertaking the key administrative tasks and client management. She maintains a close working relationship with the staff on operational and procedural issues. The CEO represents the Charity at the Reach Collaborative CEO meetings and other local community meetings. In addition, the CEO acts as the designated safeguarding lead, Caldicott Guardian and Data Protection Officer. The CEO is aided by a part-time finance officer and an administration assistant to support the charity's social media presence and data tracking systems.

Summary of Main Activities:

CHAT Youth Counselling employs three part-time counsellors and a part-time therapeutic mentor. A self-employed counsellor is available to enable CHAT to respond to periods of increased client waiting lists. They work primarily through local schools, as listed below or from the CHAT office in the Courthouse, Oundle.

Glaphorn C of E Primary
 Kings Cliffe Endowed Primary
 Nassington Primary
 Oundle C of E Primary
 Polebrook C of E Primary

Prince William School, Oundle
 Thrapston Primary
 Titchmarsh C of E Primary
 Trinity Primary
 Warmington Primary

Prince William School, a 11-18 secondary, has an annually reviewed service level agreement. CHAT provides a confidential service 5 days a week in term times, in a designated protected space. A weekly outreach counselling provision takes place in the early evening in Thrapston. In addition, occasional work is undertaken at other local primary schools in the Northeast of North Northamptonshire. Most sessions are individual face-to-face with a professional. Online or telephone sessions are available on request for those clients' encountering issues with direct access.

Throughout this year CHAT has extended its service provision to 68 hours weekly. This time includes sessions allocated to a number of projects e.g., Happier Families and Emotional Wellbeing Café and therapeutic mentoring. These counsellors' hours are supplemented when needed, using



a self-employed professional. CHAT Youth Counselling has benefitted from the support of a trainee counsellor, who completed her training requirements and joined the counselling team in September 2022.

All counsellors are professionally qualified and undergo regular clinical supervision and participate in ongoing professional development activities.

Referrals are taken through the CAMHS Referral Management Centre, directly from GPs and other medical professionals, schools, parents and the young people themselves. Following an initial assessment, professionals provide a six-session course of either counselling or therapeutic mentoring, as appropriate. At this point, there is a review resulting in one of the following outcomes: - case closure, a referral onto other support agency, or an extended counselling agreement, as required.

Achievements and Performance this year (in terms of Objects):

1. Offering free information, counselling and mentoring services.
2. Providing early support to individuals, as an alternative to, or prior to NHS clinical intervention.
3. Providing, maintaining and developing up-to-date quality information resources for young people
4. Working with other organisations in order to strengthen the support available to young people.
5. Other Achievements.

CHAT Youth Counselling is commissioned by the NHS (Integrated Care Board) to provide a service for 11–18-year-olds and vulnerable clients up to the age of 25-year-old. 1632 contacts were made with clients in this Core group. 592 unique clients were seen within the year, making the average number of sessions per client 2.8.

CHAT has continued to demonstrate an increased number of clients seeking support and guidance. Additional counselling hours have been added to the service to meet this demand. This reflects the national trend for more young people seeking support for their mental health.

The development of the Thrapston Espresso Yourself CAFÉ, an early evening drop-in approach, providing initial support to young people and families has proved a valuable provision. The number of young people and/or parents/carers attending has steadily increased to 245 attendees over the whole year. The number of families or clients accessing has increased five-fold on previous years.

The Integrated Care Board commissioners have recognised the success of this REACH Collaborative project by providing extra funding for session costs and resources, from which CHAT clients have benefited. Plans to develop this approach into another local township are underway. Clients attending these drop-ins can be referred to CHAT counselling sessions or signposted for differing support.



This year, it has been recognized that some young people are reluctant to obtain counselling input through their schools, for a variety of reasons. CHAT has opened counselling provision in Thrapston to support for these young people on a weekly basis.

Analysis of referral sources shows that more parental or individuals' referrals have been received, independent of the school or medical professionals' referral routes.

One development has been extending and embedding CHAT Youth Counselling's presence on a range of social media platforms. This has continued to improve communication with potential clients. Our Instagram has 176 followers and 50 followers on Facebook. The CHAT website provides links to other county-based and local websites, e.g. Northamptonshire Health Care Partnership Directory. A young people's 'mystery shopper' review of the CHAT website offered praise for being 'visually attractive', 'easy to identify how to access CHAT's services' and 'not being overloaded with information'.

Therapeutic mentoring continued to be a positive alternative of support for some seeking mental health advice.

CHAT's area of operation covers a wide rural area in North Northamptonshire. This year's development plan has been focused on improving access for young people and their families in the Thrapston area. It has proved positive. 380 unique clients accessed CHAT's range of services from the Thrapston area, compared to 260 clients from the Oundle area or 190 clients from other areas. The CEO has initiated initial enquiries regarding developing CHAT services in the northern area, around Kings Cliffe.

The Happier Families project continued throughout 2022-23. The families engaging with the project keyworker commended the provision, appreciating the insights gained. However, despite wide promotion and marketing, uptake has been slower than expected for this provision.

SHAPE, an intervention aimed at reducing incidents of self-harm among young people, was a valuable experience with much learnt from engagement with this multi-agency project. The final report was well-received by funders. It has now ceased.

An increasing number of primary schools have accessed free support from CHAT Youth Counselling. Clients aged 9-10 numbers have been sustained; 154 sessions delivered to 34 children, averaging 4.5 sessions per child. Trustees benefit from local community donations to deliver this provision.

For those young people aged over 18 to 25 years who are not in the Integrated Care Board contract, 79 sessions were delivered to 12 clients, averaging 6.5 sessions per person. Donations and CHAT unrestricted funds were used to support these young people.

Counsellors report that the issues being presented by clients at initial assessment remain similar to those of previous years, with self-harm, family issues and anxiety remaining high. Bereavement/loss and relationships continue to be present as issues. Low mood/self-esteem issues increased as we widen counselling access to clients in the younger age group and with the continuation impact of the pandemic on young people. It has been noted that clients do not always define the issues



clearly at the initial assessment, with underlying issues appearing during support, e.g., self-harm and suicidal ideation.

Client evaluative feedback on CHAT services remains 100% positive, with no complaints being received. One family accessing support via the 'Espresso Yourself Café' stated they were 'finally being heard and supported'.

2. All CHAT interventions support individuals to minimize the issues that impact their mental health and prevent their situations escalating to a more complex level of need. Thereby reducing the need for access to further NHS clinical services. Referrals from CHAT to other clinical services are low and not recorded as we would not know if they were taken up. Those that have been advised often come from the Café. The experienced qualified counsellors have continued to be available to provide emergency support to individuals who have accessed A&E for mental health when in a crisis, using additional funds allocated for Rapid Response by the Commissioners. Nine clients benefited from this high-level provision this year. The funding received has been ring-fenced for the delivery of this service as required.

The ICB commissioners and CAMHS personnel have recognised the quality of young people's provision provided by CHAT as part of the Reach collaboration within Northamptonshire. They allocated extra funds this year aimed at supporting clients with more complex needs; above Level 2. CHAT has seen 34 clients in the Tier 2.5 category this year; an increase on the previous year. In this way, CHAT is supporting NHS clinical services locally by reducing waiting times and the demand on CAMH services.

3. CHAT staff provide information leaflets, guides and on-line links to clients and families covering a range of mental health issues. These are constantly being updated and distributed as required. Staff maintain their expertise and knowledge through their membership of BACP, through subscription to emailed newsletters, e.g. NAYC; Youth Access; Barnardo's, NSPCC, ICO and through the research and developments in mental health provision published both nationally and locally.

This year, staff have benefitted from additional training hours, (in addition to the required annual updates for Safeguarding and Child Protection), many are free and provided online by Northamptonshire Safeguarding Children Partnership. Designated Safeguarding leads have completed their updates this year along with the Trustee with Safeguarding responsibilities.

All staff have completed updates on the Lamplight recording system. Admin staff have had extended data training to ensure all reports and data submitted to MHSDS are accurate. Topics covered in CPD events have included autism and ADHD, accessibility awareness for how young people access mental health services, in particular those with ASD.

The CEO has completed a refresher course on leadership and management issues, achieving Level 3 Management & Leadership qualification through CMI (Chartered Management Institute). She also joined the Finance Officer in a Charity Finance course for Non-Finance Managers. The CEO has also completed online course in Attachment.

These training opportunities help CHAT continue to deliver a high-quality service to its clients. Performance reviews for all staff took place in January and were directed towards sustaining and embedding good practice. Staff suggestions for enhancing our services were sought during these meetings.

4. CHAT has continued its close association with the other local youth counselling charities via the Reach Collaborative. Regular meetings have taken place, with CEOs and Chairs of Trustees, to develop continuity and consistency of counselling coverage, to submit joint bids for funding and to plan the delivery of shared counselling and therapeutic interventions, emotional support and other activities to young people and their families living within Northamptonshire. A shared strategic plan has been developed and reviewed to steer the direction of Reach Collaborative. Resources have been co-produced and shared, to the benefit of young people within the county e.g., Self-Harm bags and Mood Boost booklets. A common Safeguarding recording and reporting system, MyConcern, has been explored by Reach.

CHAT CEO has represented the charity with local GP surgeries, local government bodies, the Northamptonshire Early Help Service, CAMHS and with all local schools. She has met with funders and commissioners of CHAT service. Representatives of CHAT have attended the East Northamptonshire Rural Local Area Partnership groups who consult on local needs and attract a wide range of community service providers and volunteer groups. One focus has been the need for improved access to transport within the rural area, enabling residents to access services, including CHAT, in the townships.

The CEO attended meetings with LGBTQ+ groups and engaged in discussions as to the needs of local people e.g. a possible drop-in service. CHAT benefits from a local GP being a member of the Board of Trustees.

CHAT has also joined the Mental Health Transformation Board, as all members of Reach have.

5. CHAT Youth Counselling has focused its developments on the areas identified in its Strategic Development Plan 2021-2023. These are reviewed regularly by Trustees.

The key priority has been to extend the access for young people to youth counselling support within our geographic area. CHAT staff have embedded the core services and contributed to the additional independently funded projects. The most recent being the Emotional Wellbeing Café and a weekly outreach provision after school hours in the town of Thrapston.

The tracking and monitoring of client referrals, interventions and outcomes has enabled CHAT Youth Counselling to move close to its key performance indicators. The Lamplight data system has facilitated the monitoring by Trustees and the Reach Collaborative. A staff member has been allocated responsibility for this and has improving the accuracy of the data.

Promotional reports, posters and adverts continue to be placed in the local press and printed publications and regular presentations are made within school contexts communicating the free nature of CHAT's services. This has contributed to the increase in self and family referrals being received.

Management and governance systems have been a focus of the development plan, aiming to improve the effectiveness and efficiency of CHAT's systems. New financial and data systems have been piloted and are being embedded. The e-storage approach for governance documents has been used effectively by the Trustee Secretary and CEO. This continues to be reviewed and developed to ensure wider access for Trustees. The Board of Trustees continue to consider its approaches and how best to support the CEO.

We have continued to attract funds from Waitrose and the Oundle & District Care charity to permit the support of young people aged 9-10 and the 19-25-year-olds. The support from local organisations has been much appreciated.

CHAT has continued to review its policies. These have included Health & Safety/Risk Assessments, Volunteering and Client Care, Grievance and Problem Solving, Whistleblowing, as well as Safeguarding & Child Protection and financial policies. These activities have resulted in the ongoing development of the charity's operating practices. There have been no serious incidents during this financial year.

The Board has welcomed a new Trustee member strengthening the skill and experience across this group.

Client Case Study

CONTEXT *Refer to CHAT as having suicidal thoughts. Feel it has been a long process to get to this point and that there is little that can be done about it but do not like feeling like this*

INTERVENTIONS *Wanting to process thoughts of how they have wanted to think of suicide as an answer
Understanding more who has let them down and looking at how they can move forward
Look at family and friends in a circle creating a world of friendships.
Not believing there is anyone to share of help.
Looking at alternative methods of anger release
Discusses homes, friends, family, sense of failure.
Mainly not being able to tell people how they feel. Therefore feel there is no coming back*

OUTCOME *Want a break but know they can come back if there are further or troubling issues*

Client Case Study

CONTEXT *Referred to CHAT as there has been death in the family.
Feeling there is no major issue however friendships are struggling, and work is deteriorating*

INTERVENTIONS *Explaining the loss more easily, realising actions around that emotional loss
Sense of reality around personal feelings versus the problems being lived with
Finding it difficult to discuss true feeling - use of buttons and other objects to help
as finding it difficult to progress*

OUTCOME *Happy to leave but know they can come back if there are issues
Finding it much easier to understand feelings and can place their emotions*

Financial Review

The Trustees aim to hold a reserve fund of 6 months expenditure against the time when NHS funding is no longer available, in order to provide time for further funding applications, whilst withdrawing from client work in a professional manner. At the end of the financial year the reserves are significantly higher than this. They have however reduced by c£12,500 during the year with the return of unused project money to other REACH partners.

The Trustees hold a mixture of short notice and fixed term accounts on the CAF Deposit Platform, managed by Flagstone investments. The portfolio has been reviewed regularly. We have changed the balance of notice accounts, from 25% to 60% of the funds on deposit, to take advantage of rising variable interest rates.



Direct staff costs rose by 48% as extra counselling and management hours were needed to fulfill the NHS contract. In addition, the CAFÉ project is also the labour intensive. This project also explains the significant increase in accommodation CAFÉ project costs.

Further details can be found in the examined accounts, appended.

Declaration

The Trustees declare that they have approved the Trustees' Report above.

Signed on behalf of the charity's trustees.

Signature	Full name	Position
	Craig William Keith Wilcox 22/1/24	Chair
	Gwendolene Audrey Radcliffe 22/1/2024	Treasurer

STATEMENT OF FINANCIAL ACTIVITIES FOR YEAR ENDED 5TH APR 2023

	Note	Restricted Funds	Unrestricted Funds	Total 2022/23	Total 2021/22
Incoming Resources					
NHS Contract		£78,618.00	£0.00	£78,618.00	£78,618.00
Project Funding	1	£36,076.95	£0.00	£36,076.95	£103,101.00
Grants		£0.00	£0.00	£0.00	£6,000.00
Donations		£0.00	£3,500.00	£3,500.00	£500.00
Interest		£0.00	£2,989.96	£2,989.96	£818.07
Other		£0.00	£28.00	£28.00	£98.08
Total		£114,694.95	£6,517.96	£121,212.91	£189,135.15
Direct 'Charitable' Expenditure					
Salaries, Pensions & NIC	3	-£87,771.47	-£7,632.30	-£95,403.77	-£64,333.32
Travel costs - Staff		-£1,973.06	-£493.26	-£2,466.32	-£1,195.85
Travel costs - Volunteers		£0.00	£0.00	£0.00	£0.00
		-£89,744.53	-£8,125.56	-£97,870.09	-£65,529.17
Support Costs					
Supervision & Training		-£3,995.93	-£347.47	-£4,343.40	-£2,742.98
Communications		-£2,420.66	£0.00	-£2,420.66	-£1,480.24
Data Flow		-£550.00	£0.00	-£550.00	-£713.00
Accommodation		-£8,092.08	£0.00	-£8,092.08	-£3,642.24
Advertising/Recruitment		-£484.50	£0.00	-£484.50	-£74.80
		-£15,543.17	-£347.47	-£15,890.64	-£8,653.26
Management and Administration					
Governance		-£1,473.82	£0.00	-£1,473.82	-£1,527.55
REACH Collaboration		-£16,951.00	£0.00	-£16,951.00	-£55,661.00
IT Equipment/Depreciation	4	0	-£884.57	-£884.57	-£648.98
Sundry Office Costs		-£916.94	£0.00	-£916.94	-£901.93
		-£19,341.76	-£884.57	-£20,226.33	-£58,739.46
Total Resources expended		£124,629.46	-£9,357.60	-£133,987.06	£132,921.89
Net incoming resources		-£9,934.51	-£2,839.64	-£12,774.15	£56,213.26
Transfer between funds	2	-£17,194.26	£17,194.26	£0.00	£0.00
Total funds brought forward		£170,719.96	£20,258.72	£190,978.68	£134,765.42
Total Funds carried forward		£143,591.19	£34,613.34	£178,204.53	£190,978.68

NOTES TO THE FINANCIAL STATEMENT FOR YEAR ENDED 5TH APR 2023

1. Project Funding

At the end of 2021-2022 CHAT received £85,661.00 from the NHS Nene CG as its allocation of the Capacity and Development Initiative (CDI) to REACH partners. In May 2022 Reach CEOs met to reallocate the fund based on each agency’s referrals. Therefore £55,661 was returned by CHAT.

Rapid Response funding is to deliver emergency counselling for young people referred by A & E departments.

‘Tier 2.5’ funding from NCCG aims to extend youth counselling provision to offer emotional wellbeing support and counselling to children and young people referred to REACH who exceed the threshold of Tier 2, the core contract but do not meet the threshold for CAMHS at Tier 3.

Wellbeing Café. Friendly mental health professionals are on hand to listen to and help individuals in their time of need, providing advice, support or signposting / referrals to the relevant team or organisation. Parents and carers are also welcome to drop-in.

The Happier Families programme aims to support families to learn about and try out tips, skills, and tools to boost the wellbeing of individual members and the family as a whole, to improve the quality of the time they spend together.

In 2022-23, in addition to core funding from NHS, £36076.95 funding was received via REACH partners for the following projects.

	CDI	Rapid Response	Tier 2.5	Data Flow	Wellbeing CAFE	Happier Families	Total
Fund holder	CHAT	the lowdown	Service Six	Youth Works	the lowdown	Youth Works	
		£4214	£6871.70	£2403.25	£22582		£36076.95
Unused at 5.4.2023	£28274.00	£4917.30	£3089.00	£0	£17247.15	£13692.02	£64130.47

2. Transfer between funds

Restricted funds at 5.4.2023	
Current projects (see above)	£64130.47
Previous project funding to be used to meet deficit budget for 2023-24	£76,371.72
Total	£143591.19

The transfer from Restricted to Unrestricted funds has been made following a reapportionment of costs over the past several years.

3. Staffing

Staff Costs	2020/21	2021/22	2022/23
Wages	£46624.03	£62,606.73	£90821.42
Social Security Costs	£0.00	£62.89	£2154.16
Pension Cost	£1354.52	£1,663.70	£2428.19
	£47978.55	£64,333.32	£95403.77

The unrestricted expenditure shown on the financial activity sheet is the proportion of these staff costs which are associated with counselling clients not covered by the NHS contract. CHAT Youth Counselling applies for, and receives, the NIC Employer’s Allowance.

4. IT Equipment

Depreciation of computer hardware is calculated using the double depreciation method based on their residual values at the end of a 4 year period.

Tangible Fixed Assets	Purchased	Original Cost	Value April 21	Value April 22	Value April 23
Laptop Treasurer	Jan 19	£431.60	£145.34	£50.00	£0.00
Laptop Manager	March 21	£1,149.97	£1,149.97	£699.99	£475.00
Laptop Finance Off	April 21	£648.98	£374.49	£237.25
4 l pads *	April 20	£2289.36	£1,344.68	£872.34	£400.00
			£2,639.99	£1,996.82	£1,112.25

ACCOUNTING POLICIES

- Income is recognised as received or when receipt is certain.
- Direct charitable expenditure represents the salaries and expenses reimbursements for staff and volunteers.
- Support costs represent the accommodation and communication infrastructure required to support the staff and volunteers.
- Management and administration costs represent expenditure not connected with the costs of the staff and volunteers.

Balance Sheet at April 5th 2023

	April 5th 2023	April 5th 2022
Fixed Assets		
Computer Equipment	£4,519.91	£4,519.91
Accumulated Depreciation	<u>-£3,407.66</u>	<u>-£2,523.09</u>
Net Book Value	£1,112.25	£1,996.82
Current Assets		
Debtors		£0.00
Cash at bank	£11,028.67	£70,308.71
Cash on deposit	£166,735.27	£121,141.37
Cash in Hand	<u>£1.50</u>	<u>£1.50</u>
	<u>£177,765.44</u>	<u>£191,451.58</u>
Less current liabilities		
Creditors	-£673.16	-£473.30
Suspense Account	<u>£0.00</u>	<u>-£1,996.42</u>
	-£673.16	-£2,469.72
Total Net Assets	<u>£178,204.53</u>	<u>£190,978.68</u>
Represented by		
Restricted funds	£143,591.19	£170,719.96
Unrestricted funds	£34,613.34	£20,258.72
Total Assets	<u>£178,204.53</u>	<u>£190,978.68</u>

£178,204.53

Independent Examiner's Report to the Trustees of Oundle CHAT Youth Counselling

I report on the accounts of Oundle CHAT Youth Counselling, charity number 1179806, for the year ended 5th April 2023.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 (the Charities Act) and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act;
- follow the procedures laid down in the General Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act); and
- state whether particular matters have come to my attention.

Basis of independent examiner's statement

My examination was carried out in accordance with General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In the course of my examination, subject to not having seen the Trustees Report, no matter has come to my attention:

- 1 which gives me reasonable cause to believe that, in any material respect, the trustees have not met the requirements to ensure that:
 - proper accounting records are kept in accordance with section 130 of the Charities Act; and
 - accounts are prepared which agree with the accounting records and comply with the accounting requirements of the Charities Act; or
- 2 to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



Graham Darbourne FCA
TC Group
6 North Street
Oundle
Peterborough
PE8 4AL

Date: 26/01/2024

CHAT YOUTH COUNSELLING

England & Wales - Charity number 1179806

Accounts



TRUSTEES ANNUAL REPORT

2021-2022

Registered Charitable Incorporated Organisation (CIO)
No 1179806

The Courthouse • Mill Road • Oundle • Peterborough • PE8 4BW
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TRUSTEES ANNUAL REPORT 6th April 2021 - 5th April 2022

Names of the charity trustees who manage the charity:

Chair: Christine Marsters
Vice Chair: Diane Boyd
Secretary: Sarah Taylor
Treasurer: Gwen Radcliffe
Paul Davies appointed by Oundle Town Council
Andy McGovern appointed by Thrapston Town Council
Penny Hipwell GP Oundle Surgery (until December 2021)

Names of advisors Michelle Walpole

Name of chief executive and names of staff members:

CEO and Therapeutic Mentor: Denise Slater
Professional Counsellors: Elizabeth Bond, Pauline Maxwell,
Volunteer Counsellor,
Project Support and Administrator: Natalia Mae Lavin (joined November 2021)
Finance Officer: Karina Gilder

Structure, Governance and Management

Charity is constituted as:

Charitable Incorporated Organisation

Summary of objects:

CHAT exists for: The preservation and protection of the emotional and mental health of young people, aged 9-25 years old in Oundle, Thrapston and surrounding villages of North East of North Northamptonshire by:

1. Offering free information, counselling and mentoring services
2. Providing early support to individuals, as an alternative to or prior to NHS clinical intervention work, reducing the cases seeking access to NHS clinical services
3. Providing, maintaining and developing up-to-date quality information resources for young people
4. Working with other organisations, in order to strengthen the support available to young people.

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Trustee selection methods:

The Trustees are local people with an interest and experience in counselling, youth work, local government or other relevant leadership and management experience. They are appointed at the AGM, which reviews the appointments annually.

Management:

Trustees work closely with the charity CEO to ensure the smooth running of the charity and service delivery. Together, they are responsible for the strategic planning to ensure the delivery of the client services in accordance with the Charity's objectives and for completing funding applications to ensure the financial security and future of CHAT.

They liaise with other professionals and attend meetings, lifting CHAT's profile, increasing awareness of our presence in the community earning us recognition and respect. Trustees provide support to the employed staff and administrative aid, for example personnel processes, financial management and health and safety advice, to ensure that CHAT is run in a professional and legal manner.

The Trustees have had regard to the guidance issued by the Charity Commission on public benefit in all their decision making.

The part-time employed CEO supports Trustees, undertaking the key administrative tasks and client management. She maintains a close working relationship with the staff on operational and procedural issues. The CEO represents the Charity at the Reach Collaboration CEO meetings and other local community meetings. In addition, the CEO acts as the designated safeguarding lead, Caldicott Guardian and Data Protection Officer. The CEO is aided by a part-time finance officer and an administration assistant to support the charity's social media presence and data tracking systems.

Summary of Main Activities:

CHAT Youth Counselling employs two part-time counsellors and a part-time therapeutic mentor. They work at our offices in the Courthouse, Oundle and also at the following schools;

Glapthorn C of E Primary
Kings Cliffe Endowed Primary
Nassington Primary
Oundle C of E Primary
Polebrook C of E Primary

Prince William School, Oundle
Thrapston Primary
Titchmarsh C of E Primary
Trinity Primary
Warmington Primary

In addition, occasional work is undertaken at other local primary schools in the North East of North Northamptonshire. The majority of sessions are individual face-to-face with a professional.

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Following the COVID-19 pandemic, telephone and online approaches were introduced and continue to be offered to clients.

Our counsellors are professionally qualified and undergo regular clinical supervision and participate in ongoing professional development activities.

This year CHAT has been able to offer a regular counselling service of 39 hours per week. Additional hours have also been allocated to a number of independent projects e.g. Happier Families, Espresso Yourself Café and SHAPE.

The counsellors' hours are supplemented when needed, using self-employed professionals. CHAT Youth Counselling has also benefitted from the support of a trainee counsellor.

Referrals are taken through the CAMHS Referral Management Centre, directly from GPs and other medical professionals, schools, parents and the young people themselves. Following an initial assessment, professionals provide a six-session course of either counselling or therapeutic mentoring, as appropriate. At this point, there is a review resulting in one of the following outcomes:- case closure, a referral onto other support agency, or an extended counselling agreement, as required.

Achievements and Performance this year (in terms of Objects):

1. Offering free information, counselling and mentoring services.
2. Providing early support to individuals, as an alternative to or prior to NHS clinical intervention.
3. Providing, maintaining and developing up-to-date quality information resources for young people
4. Working with other organisations in order to strengthen the support available to young people.
5. Other Achievements.

1. CHAT Youth Counselling is commissioned by the NHS to provide a service for 11-18 year olds and vulnerable clients up to the age of 25 year old. This year 1219 hours of support was provided to this group of clients. In addition, 142 hours of support was provided to the under 11 age group. 118 hours for 19-25 year olds, funded through donations and grants obtained from the local community. The average number of sessions per client this year was 9.04

Client evaluative feedback remains 100% positive, with no complains being received. One family accessing support via the 'Espresso Yourself Café' stated they were 'finally being heard and supported'.

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Sources of Referral	2020-2021	2021-22
Education	13	74
Self	53	16
Medical (GP/ School Nurse/ RMC)	10	40
Parents	11	34

- This year's figures include a small number of joint referrals from two sources.

These figures are an annual summary of the information presented regularly to Trustees. They reflect the efforts made by staff to provide support to clients and to widen the access of support to young people locally.

Client Characteristics	2020-2021	2021-2022
aged 9-10	13	28
aged 10-18	63	146
aged 19-25	4	11
Female	29	106
Male	63	77
Not disclosed /Other	2	2
Dual Heritage	2	22
British	80	150
BAME	4	13

The geographical area covered by CHAT Youth Counselling has been established and used by the Clinical Commissioners to allocate funds for the 11-18+ year old service, via the Reach Collaboration. This year has seen the CHAT Youth Counselling service extended into other NN postcode areas up to the Corby borders. There has been a considerable increase in the number of clients from the NN14 area this year. CHAT still attracts clients from outside the NN14 and the PE8 key areas.

Geographical areas served:	2020-2021	2021-2022
Oundle	22	59
Thrapston	17	73
Kings Cliffe	7	21
NENE Villages	20	22
Others	17	10

Counsellors report that the issues being presented by clients at initial assessment remain similar to those of previous years, with self-harm, family issues and anxiety remaining high. Bereavement/loss and relationships continue to present as issues. Low mood/self-esteem issues increased as we widen counselling access to clients in the younger age group and with the continuation impact of the pandemic on young people. It has been noted that clients do not always define the issues clearly at the initial assessment, with underlying issues appearing during support, e.g., self-harm and suicidal ideation.



CHAT Youth Counselling access young people primarily via their schools, enabling individuals from rural areas to access support. The use of electronic equipment has enabled staff to utilize online and telephone delivery options to support clients. The CHAT office allows clients, including those not attending local schools, to seek confidential support outside of the school environment and term times.

An increasing number of primary schools have accessed free support from CHAT Youth Counselling. Clients aged 9-10 numbers have been sustained. Trustees benefit from local community funding to deliver this provision.

2. Our experienced counsellors have provided emergency support to individuals who have accessed A&E for mental health when in crisis, using additional funds allocated for Rapid Response by our Commissioners. The funding received has been ring-fenced for the delivery of this service as required. Extra funding received this year has been directed at supporting clients at a higher level of need above Tier 2.5. 9 clients have been supported in this financial year. These 'Tier 3' clients are supported locally to reduce waiting times and demand for CAMH services.

Additional funding was obtained to deliver set projects in conjunction with members of the Reach Youth Support collaboration. Staff members participated in the planning and delivery of a number of these. Happier Families (supporting families) project was in response to the rise in family relationships issues and SHAPE (tackling self-harm) in response to the level of self-harm being recorded. This year saw the introduction of a café-style drop-in provision one evening per week from November 2021, called 'Espresso Yourself Café'. The number of families or clients accessing this provision has increased in recent months. A total of 48 attendees have been recorded since it started.

3. CHAT staff provide information leaflets, guides and on-line links to clients covering a range of mental health issues. These are constantly being updated and distributed as required. Staff maintain their expertise and knowledge through their membership of BACP, through subscription to emailed newsletters, e.g. NAYC; Youth Access; Barnardos, NSPCC, ICO and through the research and developments in mental health provision published both nationally and locally.

This year, staff have benefitted from additional training hours, (in addition to the required annual updates for Safeguarding and Child Protection), which were focussed on ARFID (Avoidant Restrictive Food Intake Disorder); Let's Talk Eating and Autism; Psychological First Aid; supporting children and young people; Anxiety and School Return; EN-Fold Autism Training; STORM - suicide prevention and self-harm mitigation; Counselling for young people who have experienced bullying; Autism and Anorexia; Data Protection; Tavistock Centre Understanding Gender; SCoPEd - core training for practice and competence; Post Sexual Abuse.

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4. CHAT has continued its close association with the other local youth counselling charities within Northamptonshire; Reach Youth Support. Regular meetings have taken place, with CEOs and Chairs of Trustees, to develop continuity and consistency of counselling coverage and to submit joint bids for funding and deliver joint programmes of education, counselling and therapeutic interventions, emotional support and other activities to young people and their families living within Northamptonshire.

CHAT CEO has represented the charity with local GP surgeries, local government bodies, the Northamptonshire Early Help Service, CAMHS and with all local schools.

5. CHAT Youth Counselling has focused its developments on the areas identified in its Strategic Development Plan 2021-2023. These are reviewed regularly by Trustees.

The key priority has been to extend the access for young people to youth counselling support within our geographic area. CHAT staff have embedded the core services and contributed to the additional independently funded projects. The most recent being the Espresso Yourself Café and a weekly outreach provision after school hours in the town of Thrapston.

The tracking and monitoring of client referrals, interventions and outcomes has enabled CHAT Youth Counselling to move close to the Key Performance Indicators established as a response to Clinical Commissioners Group funding. Lamplight data system has facilitated this monitoring by Trustees and the Reach Collaboration.

One development has been extending and embedding CHAT Youth Counselling's presence on a range of social media platforms; Instagram attracting 38 followers in first week. Improving communication with young people has been a key focus, supporting the CHAT website and its links on other county-based and local websites; e.g. Northamptonshire Health Care Partnership Directory. Promotional reports, posters and adverts continue to be placed in the local press and printed publications and regular presentations are made within school contexts communicating the free nature of CHAT's services.

Management and governance systems have been a focus of the development plan, aiming to improve the effectiveness and efficiency of CHAT's systems. New financial and data systems have been piloted and start to be embedded by the paid personnel. A new e-storage approach for governance documents has been implemented by the new Trustee Secretary and CEO.

We have continued to attract funds from Oundle Town Council and Thrapston Town Council and from the Oundle & District Care charity to permit the support of young people aged 9-10 and the over 19-25 year olds. This support from local organisations has been much appreciated.

CHAT has continued to review its policies. These have included Health & Safety, Maternity Paternity and Parental Leave, Safeguarding & Child Protection policies. These activities have resulted in the ongoing development of the charity's operating practices.

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Financial Review

The Trustees aim to hold a reserve fund of 6 months expenditure against the time when NHS funding is no longer available, in order to provide time for further applications, whilst withdrawing from client work in a professional manner. At the end of the financial year the reserves are significantly higher than this. Funding has been received for projects that have not been started or only partially started for reasons outside CHAT Youth Counselling’s control.



In August 2021 CHAT opened an account with the CAF Charity Deposit Platform, which is managed by Flagstone, using the CAF 12-month fixed rate maturity value and transferring money from the CAF Gold Account. The Trustees decided that the Flagstone portfolio should contain a mixture of short notice variable accounts and 6 month and 12 month fixed rate accounts in order to maximise interest in this period of low interest rates, whilst being in a position to return unused project money should it be recalled. Trustees review the portfolio regularly.

Further details can be found in the examined accounts, appended as Appendix I.

Declaration

The Trustees declare that they have approved the Trustees’ Report above.

Signed on behalf of the charity’s trustees

Signature	Full name	Position	
	Christine Marsters	Chair	21/07/2022
	Gwen Radcliffe	Treasurer	21/07/22

STATEMENT OF FINANCIAL ACTIVITIES FOR YEAR ENDED 5TH APR 2022

		<u>Restricted</u>	<u>Unrestricted</u>	<u>Total</u> 2021-22	<u>Total</u> 2020-21
<u>Incoming Resources</u>					
	<u>Note</u>				
NHS Contract		£78,618.00	£0.00	£78,618.00	£78,618.00
Project funding	1	£103,101.00	£0.00	£103,101.00	£19,839.50
Grants		£0.00	£6,000.00	£6,000.00	£0.00
Donations		£0.00	£500.00	£500.00	£1,333.00
Interest		£0.00	£818.07	£818.07	£504.41
Other		£0.00	£98.08	£98.08	£49.06
		£181,719.00	£7,416.15	£189,135.15	£100,343.97
<u>Direct Charitable Expenditure</u>					
Salaries Pensions & NIC	2	-£57,533.32	-£6,800.00	-£64,333.32	-£47,978.55
Travel costs - Staff		-£945.85	-£250.00	-£1,195.85	-£134.55
Travel costs - volunteers		£0.00	£0.00	£0.00	£0.00
		-£58,479.17	-£7,050.00	-£65,529.17	-£48,113.10
<u>Support Costs</u>					
Supervision & Training		-£2,742.98	£0.00	-£2,742.98	-£2,685.00
Communications		-£1,480.24	£0.00	-£1,480.24	-£1,901.98
Data Flow	4	-£713.00	£0.00	-£713.00	£0.00
Accommodation		-£3,642.24	£0.00	-£3,642.24	-£720.00
Advertising/Recruitment		-£74.80	£0.00	-£74.80	-£550.80
		-£8,653.26	£0.00	-£8,653.26	-£5,857.78
<u>Management & Administration</u>					
Governance		-£1,527.55	£0.00	-£1,527.55	-£2,058.29
REACH Collaboration		-£55,661.00	£0.00	-£55,661.00	-£287.76
IT Equipment Depreciation	3	£0.00	-£648.98	-£648.98	-£1,149.97
Sundry Office Costs		-£363.63	-£538.30	-£901.93	-£1,656.42
		-£57,552.18	-£1,187.28	-£58,739.46	-£5,152.44
Total Expenditure		£124,684.61	-£8,237.28	-£132,921.89	-£59,123.32
Net Incoming Resources		£57,034.39	-£821.13	£56,213.26	£41,220.65
Total funds brought forward		£113,685.57	£21,079.85	£134,765.42	£93,544.77
Total funds carried forward		£170,719.96	£20,258.72	£190,978.68	£134,765.42

NOTES TO THE FINANCIAL STATEMENT FOR YEAR ENDED 5TH APR 2022

1. Project Funding

£30000 was retained, as agreed, in March 2022 as CHAT's allocation of REACH money for future development activity.

Sums received last year are held for when the project work can be delivered fully.

		2019/ 2020	2020/ 2021	2021/ 2022	Used to 5.4.22	Remaining
SHAPE	Public Health Northamptonshire	£4390	£0	£3,890.	£1,826.46	£6,453.54
Happier Families	VCSE	£17,348	£19,013		£3,706.01	£32654.91
CAFE	NHFT			£12,370	£9680.10	£2,689.90

2. Staffing

Staff Costs	2021/22	2020/21	2019/20
Wages	£62,606.73	£46624.03	£38,170.44
Social Security Costs	£62.89	£0.00	£0.00
Pension Cost	£1,663.70	£1354.52	£978.83
	£64,333.32	£47978.55	£39,149.27

The unrestricted expenditure shown on the financial activity sheet is the proportion of these staff costs which are associated with counselling clients not covered by the NHS contract. CHAT Youth Counselling applies for, and receives, the NIC Employer's Allowance.

3. IT Equipment

Depreciation of computer hardware is calculated using the double depreciation method based on their residual values at the end of a 4 year period.

Tangible Fixed Assets	Purchased	Original Cost	Value April 21	Value April 22
Laptop Treasurer	Jan 19	£431.60	£145.34	£50.00
Laptop Manager	March 21	£1,149.97	£1,149.97	£699.99
Laptop Finance Off	April 21	£648.98	£374.49
4 l pads *	April 20	£2289.36	£1,344.68	£872.34
			£2,639.99	£1,996.82

4. Data Flow was included in Governance in 2020/21 Accounts.

ACCOUNTING POLICIES

- Income is recognised as received or when receipt is certain.
- Direct charitable expenditure represents the salaries and expenses reimbursements for staff and volunteers.
- Support costs represent the accommodation and communication infrastructure required to support the staff and volunteers.
- Management and administration costs represent expenditure not connected with the costs of the staff and volunteers.

The Courthouse • Mill Road • Oundle • Peterborough • PE8 4BW
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BALANCE SHEET AT 5TH APR 2022

	2022	2021
<u>Fixed Assets</u>		
Computer Equipment	£4,519.91	£3,870.93
Accumulated Depreciation	<u>-£2,523.09</u>	<u>-£1,230.94</u>
Net Book Value	£1,996.82	£2,639.99
<u>Current Assets</u>		
Cash at bank	£70,308.71	£73,128.82
Cash on Deposit	£121,141.37	£61,889.90
Cash in Hand	<u>£1.50</u>	<u>£1.50</u>
	£191,451.58	£135,020.22
<u>Current Liabilities</u>		
Creditors	-£473.30	-£254.80
Suspense Account	<u>-£1,996.42</u>	<u>-£2,639.99</u>
	-£2,469.72	
Total Net Assets	<u><u>£190,978.68</u></u>	<u><u>£134,765.42</u></u>
<u>Represented by</u>		
Restricted Funds	£170,719.96	£113,685.57
Unrestricted Funds	<u>£20,258.72</u>	<u>£21,079.85</u>
	<u><u>£190,978.68</u></u>	<u><u>£134,765.42</u></u>

Statement of Independent Examiner

Basis of the Independent Examiner's Report:

This examination includes a review of the accounting records kept by the organisation and a comparison of the accounts presented with those records. It also includes consideration of any unusual items disclosed in the accounts, and seeking explanations from you as the Trustees concerning such matters. I undertook a sample review of all the expenditure items and am happy with the records/information provided.

Independent Examiner's Statement:

In connection with my examination, no matter has come to my attention:-

- (1) which gives me reasonable cause to believe that any material requirements have not been met;
- or
- (2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed:



Dated: 20/11/2023

Management Account Summary 2021-2022

		INCOME		EXPENDITURE	
CONTRACT	NHS Nene CG Core	£78,618.00	Direct	net SALARY	48,216.51
PROJECT	SHAPE	£3,890.00		INCOME TAX	£6,543.60
	Café & CHAT	£12,370.00		NAT INSUR employee	£3,266.47
	Data Flow	£1,180.00		NEST employee Self employed staff	£2,218.15
GRANTS	Oundle TC	£3,500.00		NAT INSUR employer	£62.89
	Thrapston TC	£2,500.00		NEST employer	£1,663.70
				EXPENSES/staff	£1,195.85
DONAT	Care Committee	£500.00	Support	EXPENSES/vol	£0.00
INTEREST	CAF Gold	£7.34		Supervision	£2,612.00
	Flagstone Notice	£76.72		Training	£405.98
	Flagstone Term	£393.28		Accommodation	£3,642.24
	CAF 12month maturity	£123.62		Communications	£1,480.24
	CAF 60 day closure	£35.61		Data Flow	£713.00
	Aldermore Maturity	£181.50		Equipment	£1,187.28
				Office costs	£7.19
OTHER	Gift Aid Refunds	98.08		Advertising	£74.80
OTHER	NHS Nene CG:REACH	£85,661.00		Management	Governance
				Miscellaneous	£339.71
			Other	Unassigned	£17.13
				REACH	£55,661.00
INCOME		£189,135.15		EXPENDITURE	
					£132,922.29

OPENING BALANCE		CURRENT BALANCE	
CAF Cash	£3,154.93	CAF Cash	£7,488.48
CAF Gold	£69,973.89	CAF Gold	£62,820.23
CAF 60day	£10,372.06	CAF 60day	£0.00
CAF 12 month fixed	£51,517.84	CAF Flagstone	£120,865.23
Petty Cash	£1.50	Flagstone holding account	£276.14
Creditors	-£254.80	Petty Cash	£1.50
Total	£134,765.42	Creditors	-£473.30
		Total	£190,978.28

HMRC	£0.00
NEST	£254.80
Creditors	£254.80

HMRC	£49.50
NEST	£423.80
Creditors	£473.30

CHAT YOUTH COUNSELLING

England & Wales - Charity number 1179806

Accounts



TRUSTEES ANNUAL REPORT

2021-2022

Registered Charitable Incorporated Organisation (CIO)
No 1179806

The Courthouse • Mill Road • Oundle • Peterborough • PE8 4BW
Tel: 01832 274422 • info@chatyouthcounselling.org.uk • Registered Charity No:1179806

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TRUSTEES ANNUAL REPORT 6th April 2020 - 5th April 2021

Names of the charity trustees who manage the charity:

Chair:	Christine Marsters	
Vice Chair:	Val Chesser	
Secretary:	Jane Welman	
Treasurer:	Gwen Radcliffe	
	Roy Sparkes	appointed by Oundle Town Council
	Diane Boyd	appointed by Thrapston Town Council
	Penny Hipwell	GP Oundle Surgery

Names of advisors

Name of chief executive and names of staff members:

Manager and Therapeutic Mentor:	Denise Slater
Professional Counsellors:	Elizabeth Bond, Pauline Maxwell, Michelle Walpole, Carly Guppy
Volunteer Counsellor:	Mark Hamilton

Structure, Governance and Management

Charity is constituted as:

Charitable Incorporated Organisation

Summary of objects:

CHAT exists for: The preservation and protection of the emotional and mental health of young people, aged 9-25 years old in Oundle, Thrapston and surrounding villages of North East of North Northamptonshire by:

1. Offering free information, counselling and mentoring services
2. Providing early support to individuals, as an alternative to or prior to NHS clinical intervention work, reducing the cases seeking access to NHS clinical services
3. Providing, maintaining and developing up-to-date quality information resources for young people
4. Working with other organisations, in order to strengthen the support available to young people.

Trustee selection methods:

The Trustees are local people with an interest and experience in counselling, youth work, local government or other relevant leadership and management experience. They are appointed at the AGM, which reviews the appointments annually.

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Management:

Trustees work closely with the charity Manager to ensure the smooth running of the charity and service delivery. Together, they are responsible for the strategic planning to ensure the delivery of the client services in accordance with the Charity's objectives and for completing funding applications to ensure the financial security and future of CHAT.

They liaise with other professional and attend meetings, lifting CHAT's profile, which has increased awareness of our presence in the community and earned us recognition and respect. Trustees provide support to the employed staff and administrative aid, for example personnel processes, financial management and health and safety advice, to ensure that CHAT is run in a professional and legal manner.

The Trustees have had regard to the guidance issued by the Charity Commission on public benefit in all their decision making.

The part-time employed Manager supports Trustees, undertaking the key administrative tasks and client management. She maintains a close working relationship with the staff on operational and procedural issues. The Manager represents the Charity at the Reach Youth Support CEO meetings and other local community meetings.

Summary of Main Activities:

CHAT Youth Counselling employs two part-time counsellor and a part-time therapeutic mentor, working at our offices in the Courthouse, Oundle and also at the following schools;

Prince William School, Oundle
Oundle Primary
Thrapston Primary
Kings Cliffe Endowed Primary
Nassington Primary
Titchmarsh Primary
Warmington Primary
Glaphorne Parimary
Polebrook Primary
Trinity Primary

In addition, occasional work is undertaken at other local primary schools in the North East of North Northamptonshire. The majority of sessions are individual face-to-face with a professional. In response to the COVID-19 pandemic, telephone and online approaches were utilised.

Our counsellors are professionally qualified and undergo regular clinical supervision and participate in ongoing professional development activities.

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The counsellors' hours are supplemented when needed, by the use of self-employed professionals. CHAT Youth Counselling has benefitted from the support of trainee counsellors.

Referrals are taken through the CAMHS Referral Management Centre, directly from GPs and other medical professionals, schools, parents and the young people themselves. Following an initial assessment, professionals provide a six-session course of either counselling or therapeutic mentoring, as appropriate. At this point, there is a review resulting in one of the following outcomes:- case closure, a referral onto other support agency, or an extended counselling agreement, as required.

Achievements and Performance this year (in terms of Objects):

1. Offering free information, counselling and mentoring services.
2. Providing early support to individuals, as an alternative to or prior to NHS clinical intervention.
3. Providing, maintaining and developing up-to-date quality information resources for young people
4. Working with other organisations in order to strengthen the support available to young people.
5. Other Achievements.

This year has been significantly impacted by the restrictions imposed by the Government in response to the COVID-19 pandemic. Lockdown, closure of schools and homeworking limited the access to the clients and service delivery as CHAT Youth Counselling protected its clients and staff from the transmission of the virus. Funding from a county-wide NHS 'Reducing Waiting Lists' project has enabled CHAT Youth Counselling to develop and deliver a secure online and telephone approach, in accordance with BACP online guidance, improving access to clients during this period.

CHAT Youth Counselling provides a part-time service of at least 34 hours a week. A number of clients exhibited high needs and had a lack of access to alternative support during the lockdown periods, so Trustees agreed a good use of the counsellors, during this time of national crisis, was to provide a higher than average number of sessions per client. CHAT staff were also able to support a small number of the clients on the waiting list of Lowdown, a member of the Reach partnership, using the online and telephone capabilities.

CHAT Youth Counselling is commissioned by the NHS to provide a service for 11-18 year olds. 760 hours of support was provided to the 11-18 year old age group. An additional 182 hours were provided to support 9-10 year old group and 49 hours for disabled or vulnerable young people aged 19-25, funded through donations and grants obtained from the local community.

Client evaluative feedback remains 100% positive, with no complains being received.

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Service Data	Counselling		Mentoring	
	2019-20	2020-2021	2019-20	2020-2021
Continuation Clients	31	17	3	2
New Clients	-	61	-	4
Closed Clients	59	48	4	5
Waiting List	14*	20	0	0
Average sessions per client	5.7	-	6.1	6

The details of clients on the waiting list are not included in the tables below. Only information provided by clients is reported.

Sources of Referral	2019-2020	2020-2021
Education	31	13
Self	66	53
RMC	11	8
Others	12	11
Hospital Emergency	9	2

Presenting Issues	2019-2020	2020-2021
Self Harm	5	12
Anger Management/ Behaviour	2	4
Eating Disorders	2	0
Bereavement/Loss	7	1
Relationships	4	4
Self Esteem/Mood	16	9
Family/Home	20	27
Anxiety	34	48
Substance Issues	14	1
Suicidal Thoughts	4	4
Others	10	13

Other issues are often identified throughout the course of support. These are not captured here.

Client Characteristics	2019-2020	2020-2021
aged 9-10	15	13
aged 10-18	107	63
aged 19-25	0	4
Full-time Education	118	84
NEET/ Home schooling/ Work	2	5
Female	86	29
Male	33	63
Not disclosed /Other	2	2
With Disabilities	0	3
Without Disabilities	87	87
Dual Heritage	2	2
British	106	80
BAME	6	4

STATEMENT OF FINANCIAL ACTIVITIES FOR YEAR ENDED 5TH APR 2021

	Note	Restricted Funds £	Unrestricted Funds £	Total 2020/21 £	Total 2019/20 £
Incoming Resources					
NHS Contract	2	78,618.00	0.00	78,618.00	41,248.00
Project Funding	3	19,839.50	0.00	19,839.50	37,293.00
Grants		0.00	0.00	0.00	9900.00
Donations	3	0.00	1,333.00	1,333.00	2,340.00
Investment Income		0	504.41	504.41	596.34
Other		0	49.06	49.06	10.09
Total		98,457.50	1,886.47	100,343.97	91,387.43
Direct 'Charitable' Expenditure					
Salaries, Pensions & NIC	4	47,978.55	0.00	47,978.55	39,149.27
Travel costs - Staff		134.55	0.00	134.55	979.40
Travel costs - Volunteers		0.00	0.00	0.00	0.00
		48,113.10	0.00	48,113.10	40,128.67
Support Costs					
Supervision & Training		2,685.00	0.00	2,685.00	3,338.50
Telephone & Postage		1,901.98	0.00	1,901.98	808.16
Stationery and photocopying		0.00	0.00	0.00	50.00
Accommodation		720.00	0.00	720.00	720.00
Advertising/Recruitment		550.80	0.00	550.80	74.00
		5,857.78	0.00	5,857.78	4,990.66
Management and Administration					
Governance		2,058.29	0.00	2,058.29	1,572.57
Collaboration		287.76	0.00	287.76	453.35
IT Equipment		1,149.97	0.00	1,149.97	2,289.36
Sundry Office Costs		1,656.42	0.00	1,656.42	109.37
		5,152.44	0.00	5,152.44	4,424.65
Total Resources expended		59,123.32	0.00	59,123.32	49,543.98
Net incoming resources		39,334.18	1,886.47	41,220.65	41,843.45
Transfer between funds		0.00	0.00	0.00	0.00
Total funds brought forward		£74,351.39	19,193.38	93,544.77	51,701.32
Total Funds carried forward		113,685.57	21,079.85	134,765.42	93,544.77

BALANCE SHEET AT 5TH APR 2021

	April 5th 2021	April 5th 2020
Current Assets		
Debtors	£0.00	£0.00
Cash at bank	£73,128.82	£47,418.55
Cash on deposit	£61,889.90	£46,407.46
Cash in Hand	£1.50	£3.00
	£135,020.22	£93,829.01
Less current liabilities		
Creditors (uncleared cheques)	£254.80	£284.24
Net current assets	£134,765.42	£93,544.77
Represented by		
Restricted funds	£113,685.57	£74,351.39
Unrestricted funds	21,079.85	£19,193.38
	£134,765.42	£93,544.77
Fixed Assets	£2,639.99	£240.68
Total Assets	£137,405.41	£93,785.45

Statement of Independent Examiner

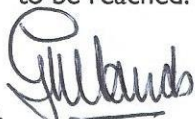
Basis of the Independent Examiner's Report:

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Independent Examiner's Statement:

In connection with my examination, no matter has come to my attention:-

- (1) which gives me reasonable cause to believe that any material requirements have not been met;
- or
- (2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed: 

Dated: ¹²12 July 2021

CLERK TO THE TRUSTEES
PARSON LATHAM'S TRUST

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NOTES TO THE FINANCIAL STATEMENT FOR YEAR ENDED 5TH APR 2021

1. Project Funding.

The majority of the 2019/20 project funding was payment in advance for work in 2020/21. Further sums received this year are now held for when the project work can be delivered fully.

		2019/20	2020/21	Used to 5.4.21	Remaining
SHAPE	Public Health Northamptonshire	£3,890	£0	£571.15	£3818.85
	East Northamptonshire Council	£500			
Waiting List Initiative	Nene Clinical Commissioning	£15,555	0	£7964.77	£7590.23
Happier Families	VCSE	£17,348	£19,013.00	£1099.30	£35261.70
See, Hear, respond	Barnados		£826.50	£826.50	£0

2. Staffing

CHAT Youth Counselling applies for, and receives, the NIC Employer's Allowance.

Staff Costs	2020/21	2019/20
Wages	£46624.03	£38,170.44
Social Security Costs	£0.00	£0.00
Pension Cost	£1354.52	£978.83
	£47978.55	£39,149.27

3. IT Equipment

Depreciation of computer hardware is calculated using the double depreciation method based on their residual values at the end of a 4 year period.

Tangible Fixed Assets	Purchased	Original Cost	Value April 20	Value April 21
Laptop Treasurer	Jan 19	£431.60	£240.68	£145.34
Laptop Manager	March 21	£1,149.97		£1,149.97
4 l pads *	April 20	£2289.36		£1,344.68
			£240.68	£2,639.99

* l pads arrived shortly after April 6th, 2020 so not included on 2019/20 balance sheet, but first year depreciation calculated here.

ACCOUNTING POLICIES

- Income is recognised as received or when receipt is certain.
- Direct charitable expenditure represents the salaries and expenses reimbursements for staff and volunteers.
- Support costs represent the accommodation and communication infrastructure required to support the staff and volunteers.
- Management and administration costs represent expenditure not connected with the costs of the staff and volunteers.

Management Account Summary 2020-2021

SLAs	INCOME			EXPENDITURE		
	FROM 6.4.20	TO 6.4.21		FROM 6.4.20	TO 6.4.21	
SLAs	NHS Nene CG	£72,066.50	Direct	net SALARY	£36,899.92	
		6,551.50		INCOME TAX	£4,446.80	
				NAT INSUR employee	£1,996.45	£46,624.03
				NEST employee	£1,806.02	
				Self employed staff	£1,474.84	
				NAT INSUR employer	£0.00	
GRANTS	Oundle TC			NEST employer	£1,354.52	
	Thrapston TC			EXPENSES/staff	£134.55	
GRANTS	Augean/NCC			EXPENSES/vol	£0.00	£1,489.07
PROJECT	SHAPE					£48,113.10
	NHS Nene CG		Support	Supervision	£2,456.00	
	VCSE	19,013.00		Training	£229.00	
	Waiting List			Accommodation	£720.00	
	Barnados	826.5		Telephone	£1,891.36	
DONAT	Private			Postage	£10.62	
	Care Committee	£1,000.00		Stationery/photocopying	£0.00	
	Waitrose	£333.00		Advertising	£550.80	£5,857.78
INVEST	CAF 12month	£393.01	Management Sundry Office Costs	Governance	£2,058.29	
	CAF 60 day	£89.43		Miscellaneous	£1,656.42	
	CAF Gold	£21.97		Collaboration Projects	£1,437.73	£5,152.44
OTHER	Gift Aid					
	BT	£49.06				
INCOME		£100,343.97	EXPENDITURE		£59,123.32	
OPENING BALANCE			CURRENT BALANCE			
	CAF Cash	£1,745.68		CAF Cash		3154.93
	CAF Gold	£45,472.87		CAF Gold		69,973.89
	CAF 60day	£10,282.63		CAF 60day		£10,372.06
	CAF 12 month fixed	£36,124.83		CAF 12 month fixed		£51,517.84
	Nat West	£200.00		Nat West		£0.00
	Petty Cash	£3.00		Petty Cash		£1.50
	uncleared cheques/creditors	-£284.24		uncleared cheques/creditors		-£254.80
	Total	£93,544.77		Total		£134,765.42