



headroom

YOUNG PEOPLE'S CHARITY

Annual Report

2023 - 2024

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Administration details

Headroom Young People's Charity

Registered charity 1190834

Address: Suite 1, Wesley Hall, Barrack Road, Aldershot, GU11 3NP

Bank: MetroBank, Chiswick House, Unit 1, Festival Way, Basingstoke

Website: www.headroomcharity.co.uk

Email: info@headroomcharity.co.uk

Phone: 07464 507974



Administration details

Trustee Board

Rebecca Williams (Chair)
Callum Bowdrey-Roberts
Claire Rason
Daniel Reilly
Doug Drinkwater
Fiona Potter (joined April 2024)
Jeff Fisher (joined June 2024)
Simon Mahony (DSL)

Operations Team

Sue Evans - CEO / Director of Services
Callum Bowdrey-Roberts - Office Manager (Volunteer)
Cara Parker - Fundraising Manager
Fiona Potter - HR Manager (Volunteer)
Kathryn O'Toole - Social Media Manager (Volunteer)
Peter Wells - Finance Manager (Volunteer)
Sue Hickey - Finance Administrator (Volunteer)

Counselling Team

Sue Evans - Youth counsellor / Therapeutic Parenting Counsellor / DSL
Emma Henry - Youth Counsellor / Therapeutic Parenting Counsellor
Gemma Ward - Youth / Young Adults Counsellor
Ruth Harrison - Parents Counsellor

External Parties

Financial Services: Keith Graham Chartered Accountants Aldershot
Independent Examiner: Simon Pusey BA FCA

Foreward

During our fourth year, Headroom has experienced significant growth and maturation. The demand for our expert services within the local community continues to rise, with an increase of 27% in referrals. This growing need underscores the importance of our work and our unwavering commitment to meeting this challenge.

Our fundraising strategy remains robust, and thanks to the support of our existing and new funders and donors, we have successfully expanded our capacity, delivering over 1,000 sessions this year. This achievement is a testament to the dedication and hard work of our team and our supporters.

Our team of specialist counsellors have been exceptional, consistently refining and enhancing our services. Their efforts have enabled us to support more young people and parents than ever before, despite the increasing complexity of the needs presented by those seeking our help.

This year, we have also strengthened our governance and leadership. We welcomed new Trustees with expertise in human resources and charity finance, ensuring that we are well equipped to navigate current and future challenges. Additionally, we have formed an Operational Leadership Team to advance our fundraising and marketing strategies further. These strategic additions are crucial as we strive to reduce our waiting list and raise awareness of the critical need for Headroom's services locally.

Together, we are looking forward to continuing our work with a shared commitment to making a profound impact on the lives of those we support.

Rebecca Williams
Chair of Trustees



Rebecca Williams
Chair of Trustees

“My counsellor has given me so much confidence, I used to avoid everything but now I can go out more, and see my friends. I spend more time with my family and we do things together. I do feel better and I'm looking forward to college now

16-year-old suffering with anxiety and low self esteem

”

Our Delivery

87

Young Persons
supported in

55

Parents
supported in

658

sessions

467

sessions

Headroom invites our clients to feedback their experiences of the services they receive from us in a unanimous format online when the support finishes.

100%

of those we supported felt listened to, and treated well by their counsellor and that their views and worries were taken seriously

80%

felt that they had been helped with the issues that concerned them

95%

felt that they had found it easy to talk and that the facilities here were comfortable and welcoming

100%

felt that the support they received from us overall was good

100%

would return if they needed more help in the future and would recommend us to a friend in need of support



of parents felt the support was appropriate to their children's needs



of parents praised the level of knowledge and expertise around the issues and needs of their children

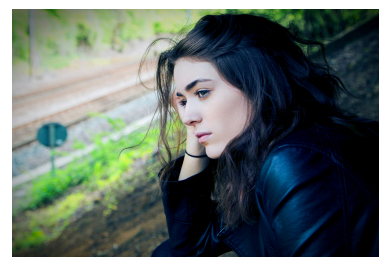
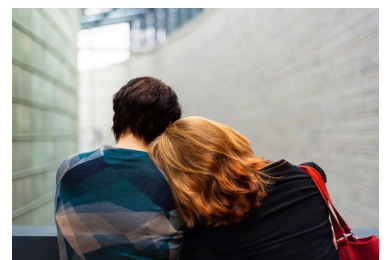
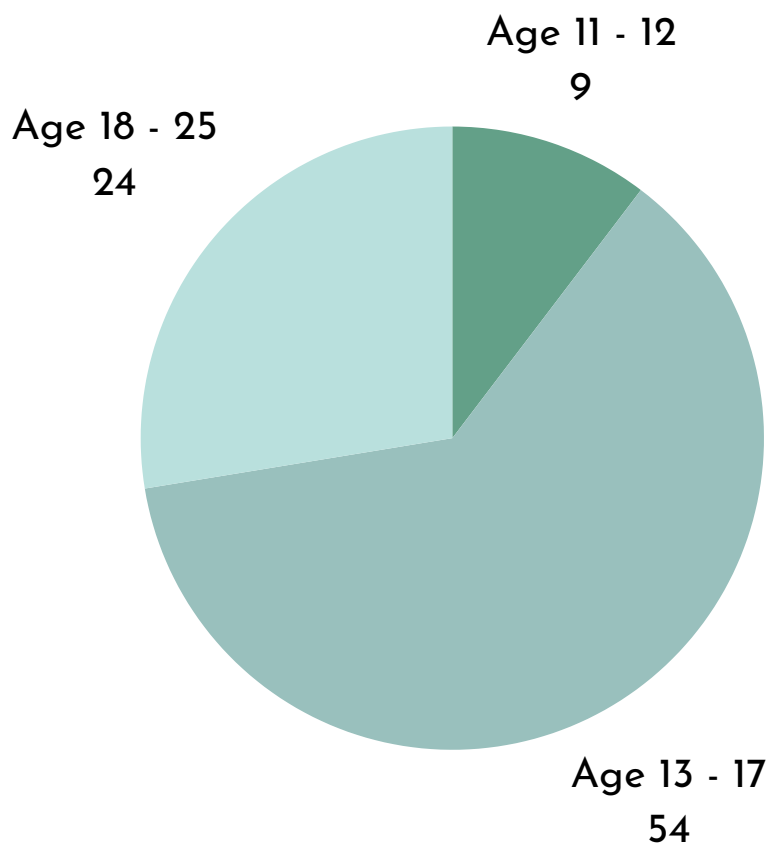


said their confidence as a parent had very much improved with our support

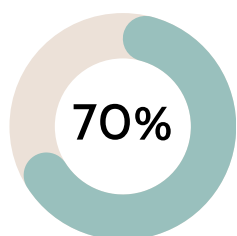


of parents said their stress levels reduced by at least 50% since receiving our help

Age Breakdown



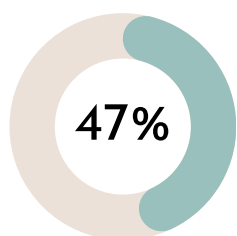
Our Clients



Anxiety

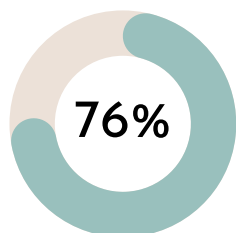
The proportion of young people suffering from both diagnosed and undiagnosed anxiety has gone up from 56% last year to 70% this year, as we continue to see the ongoing impact of Covid and lockdown on young people's mental health and emotional resilience.

Headroom uses a range of approaches including person centered and CBT, to help young people conquer their worries and re-engage with the world with confidence.



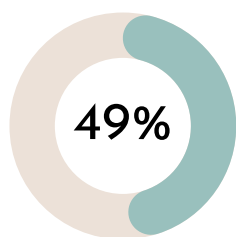
School Attendance
Issues

Headroom continues to see a huge increase in the number of young people who are struggling to attend school regularly and consistently. There are many factors affecting children's ability to manage the school environment and Headroom understands how traumatising this issue is for both parents and children. We work closely with the network around families to fully understand the specific needs of each child and advocate on their behalf to achieve improved school engagement.



Have more than 5
ACE's

Adverse Childhood Experiences (ACEs) have a complex impact on our clients, who grow up trying to deal with, and recover from, all that has happened to them. We understand the impact that these can have on young people's life chances, and how it informs a range of behaviours - from challenging and risky to isolated and shut down. We look at the whole person and collaboratively address what is most important to that young client. We then agree an approach that meets them where they are, helping them to build resilience and capacity.



Neurodiverse

We recognise that neurodiversity is a potential factor in almost 50% of our clients' issues. We have specialist knowledge of these conditions that include Autism Spectrum Condition, all types of ADHD, Dyslexia, Dyspraxia, and certain anxiety disorders. These conditions often go unidentified, undiagnosed and are much misunderstood, causing huge challenges for those attempting to live and study in settings that don't suit them. We have specifically designed programmes, written by experts many of whom are neurodiverse themselves, to support the specific needs of this cohort.

Service Update: Youth Counselling

Headroom supports young people of whom 69% are under 18 years old and with increasingly complex issues, 42% had suffered some form of childhood trauma including PTSD and CPTSD. We experienced a 28% increase in referrals this year and so have focused on increasing capacity and working hard to reduce our waiting lists. By securing targeted funding from a major donor we have been able to offer 27% more sessions this year and saw an increase of 25% in the numbers we supported.

We have seen an increase of 27% in the number of young adults 18-25yrs seeking mental health support, due in part to our growing relationships with local statutory services. 29% of all our adult clients present with undiagnosed Autism and/or ADHD making their lives feel complex and often overwhelming. Young adults referred to us often experience disappointment and distress that ongoing mental health issues have impacted on their ability to lead full and independent lives. They struggle to experience success and achieve in life to meet goals like living independently, maintaining relationships and coping with work to support themselves.

With our support they learn to manage their symptoms, experience a consequent improvement in their mental health that transforms relationships, diminished isolation, and in some cases allowing a return to work after periods of unemployment.

We launched small therapeutic groups to support those on waiting lists for 1-2-1 therapy. We've had 100% positive feedback, 30% felt they no longer needed support and have asked to come off the waiting list a result of these sessions.

Headroom's expertise in Anger Management accounts for 26% of referrals for young people. All those attending benefit from significantly improved emotional intelligence, learn skills for self-management to avoid deteriorating mental health, school exclusions, family breakdown, anti-social behaviour, and escalations of aggressive or violent behaviours.

Many overcome school avoidance issues and are able to improve school attendance through work with us and the teams supporting them in schools.

“

I didn't think just talking was going to help me much, but the counsellor made it easy for me and I did open up about a lot of the things I worry about. I didn't feel stupid about what I was struggling with and now I can see things much more clearly and I don't worry as much or as often. I can go to some lessons now and it's ok

14 yr old young person struggling to attend school

”

Service Update: Parenting Services

Parents Counselling Service

Thanks to the 3yr funding from Broadhurst Mental Health Charity we are able to continue offering personal counselling to local parents as part of a unique range of much needed services.

66% suffered PTSD or CPTSD including 51% experiencing domestic violence

65% had children with some form of special educational need

35% had either Autism and or ADHD themselves

24% single parents, overwhelmed by huge challenges of providing and caring for children alone and unsupported by family

Every one of the 23 clients receiving support from us this year has learnt how to manage their own mental health more effectively and demonstrate improved resilience and capacity to cope in positive and healthy ways.

This 1-2-1 counselling support is part of a 3-tier package for parents describing a pathway of targeted and expert help at each stage of their journey to wellbeing and a healthier lifestyle for both them and their children. They are better able to support themselves, less reliant on statutory services and more equipped to meet the needs of their growing children.



“

“I didn't feel judged at all and it was really good to talk to someone, I get a lot less stressed about things now and I think I do cope better generally. I think the boys get a lot less stressed and anxious as well. This has helped the whole family.”

I felt listened to and taken seriously, after deciding to get help with the challenges of being a single mum to 3 teenage children, my counsellor made it easy to talk and I do feel it's helped me be a better mum, my kids certainly seem to think so.”

”

Therapeutic Parenting Support

Headroom has experienced a 54% increase in referrals for this specialist service which represents 45% of our work as a charity. Therapeutic parenting is based on a compassionate and highly nurturing approach for parents of children who have suffered a variety of traumas, that involves creating safety and belonging in the relationship allowing children to self-regulate and better manage their distress and overwhelm.

This service represents the 2nd tier of support Headroom offers parents who are facing the huge challenge of responding to the needs of their children with complex issues, often including autism and ADHD. Many report that groups and parenting programs don't always give them the specific and focused answers they need for their unique family's challenges. Headroom recognises and embraces the need for this bespoke support for local families.

Part of Headroom's unique and highly sought-after provision is the support we are able to offer both parents and their teenage child simultaneously, we facilitate a parallel journey ensuring breakthrough and transformational change for families stuck in spirals of dysfunctional behaviours. This allows us to hold both sides of the family system and integrates new approaches and strategies understood by all, enabling smooth changes and growth resulting in a safer and calmer home environment.

In direct response to requests from parents, we have launched a 3rd tier of support - the new Parents and Carers Peer Support Groups providing a rich local community-based resource for those who have already benefitted from our support. Parents have the opportunity to seek ongoing support from one another and help others in the community, from those who have lived experience and much to offer others going through similar challenges.



“ I would never have thought my 15yr old Autistic son would talk to anybody, but he now looks forward to sessions, we have seen a difference, he's calmer, and with the support for me and his dad we have learnt what works best, we talk more, argue less and the shutdowns have almost stopped.

I would recommend Headroom to any parent with teenagers struggling to cope with life

”

Objectives

Our objectives for this year were:

- To target and provide services for young people, aged 11-25, and their parents, who suffer from multiple and complex issues resulting in stuck situations and chaotic, dysfunctional home environments
- To focus on capacity building and deliver more sessions to young people to meet the fast-growing need, reduce waiting times and to increase contact with and support for those on our waiting lists
- To promote the growth and resilience of the charity and our services.
- To promote understanding of the impact of learning disabilities and difficulties, and to support young people and their parents dealing with the impact of Autism, ADHD, and other forms of neurodiversity.
- To invite small numbers of young people on our waiting lists to access interim support by attending small therapeutic groups designed to be both fun, social and informative.
- To grow and improve our specialist support for parents through community-based peer support groups



Activities

Our activities that addressed these objectives were:

- Headroom secured funding to target reduction in waiting lists and increase output to ensure more young people received support in a timely manner. As a result we achieved a 25% increase in the number of young people supported by delivering 27% more sessions than last year
- We have recruited an experienced Fundraising Manager to improve our financial resilience and to pursue further opportunities to grow our capacity and service offerings within the community. Headroom has also engaged a local volunteer Social Media Manager to help increase awareness of the growing needs of young people and their families, and to build our online presence to demonstrate our impact to a wider audience.
- We have formed a new Operational Leadership team to bring together the skills and experience in our new and existing employees and volunteers, this team will be focused on activities and strategies to support growth and quality improvements across our services.
- Responded to parents requests and begun consultation process with groups of parents to listen to their needs and hopes for this additional resource, and identify leaders and facilitators from the group



Supporters and Funders

Headroom is exceptionally grateful for the support of both local and national sources of funding.

Much appreciated is the dedication from our individual donors, whose ongoing commitment of regular monthly contributions provides us with a most valued and sustainable income stream. We are grateful too to the local community organisations who recognise the impact Headroom have in our local vicinity and who have financially supported us in our quest to make a positive difference to the lives of local young people and their families.

We are grateful too for the continued support of our local Aldershot councillor via the Hampshire County Councillor grant scheme. We have been successful in our applications to a number of local and national grant giving Trusts and Foundations whose financial support funds the majority of work we do.

A huge thank you must go to the trustees of the Aeonian Foundation whose ongoing commitment of our work has been vital in not only continuing to fund our core 1-2-1 counselling services but has enabled Headroom to invest in a dedicated part-time Fundraising Manager. The role will help our charity build a strong and sustainable fundraising mix in line with our ambitions for growth, as we are continually challenged to meet an ever-growing need for our services.

Thanks too must go to Broadhurst, a local mental health charity whose three-year funding commitment to Headroom has enabled us to surge forward with our vital work of providing therapeutic services to the parents of our young people who are battling with their own mental health. Working in parallel with parents as well as their child has proven to be most impactful and has produced such positive outcomes for the parent, the young person and the wider family unit.

Our premises continues to be generously gifted by the landlord of our building, Sacellum Ltd, enabling us to provide a calm and welcoming space to our clients right in the heart of our community.

“ *At Headroom Young People’s Charity, they’re not just tackling mental health challenges, they’re conquering them!*

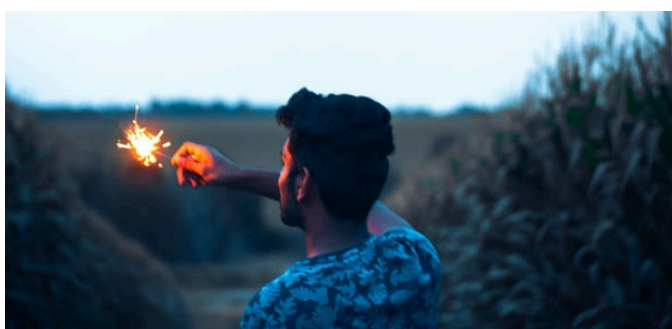
Their impact? Nothing short of immense!

Quote from CareTech Foundation

”

As we enter into a new financial year, Headroom's aim is to secure a sustainable mix from various fundraising sources. We will continue with applications to Trusts and Foundations whose priorities align with our work, whilst looking to grow our fundraising income with new corporate and community partners who understand and support the difference we are aiming to make to local families' lives.

We are particularly excited and extremely grateful to the local law firm, Herrington Carmichael, who have committed to work in partnership with Headroom in the year ahead. In particular, their staff's fundraising efforts will raise vital funds in support of our work, enabling us, together, to make a positive impact on the lives of our local community.



Thank you to all our generous supporters:

- The Aeonian Foundation
- The Albert Hunt Trust
- Bohunt School
- Broadhurst Mental Health Charity
- CareTech Foundation
- Charlotte Bonham-Carter Charitable Trust
- Hampshire County Council
- Mytchett Ministries
- Rushmoor Rotary Club
- St Andrews Lodge
- Shanly Foundation
- Parkes Fund and Perros Trust Fund
- The Woodward Trust

and to all our individual donors.

“It's definitely been good as I wasn't aware of how some of my own stuff was affecting how I parent my son, I can't believe the difference in us both, he goes to school without me now which is incredible, we're both so much happier and a lot less anxious.”

Parent of 14yr old son whose anxiety was preventing him attending school

Policies and Procedures

Headroom Young People's Charity has the following policies and procedures:

Safeguarding Children and Young People; Safeguarding Vulnerable Young Adults; Code of Conduct, Conflicts of Interest Policy; Fair Processing of Data Policy; Equal Opportunities; Health and Safety; Lone Working; Finance Policy; Reserves Policy; Discipline & Grievance Procedures; Risk Management; Staff Supervision & Continuing Professional Development; Complaints; GDPR.

The protection and safeguarding of children and vulnerable adults is of utmost importance to the charity, the policies were updated in July 2024 and all trustees, staff and volunteers are DBS and reference checked before joining the Charity. DBS checks are then carried out every three years and everyone in the charity attends annual safeguarding training.

Stakeholders

Our service users are signposted or referred to us by local GPs, schools, Children's Services, Family Support Workers, CAMHS, CMHT, health professionals, parents and via word-of-mouth. We work alongside health, social care and education to support the mental health and well-being of young people.

Financial Management

The financial management of the charity is overseen by the Chair of the Trustees, who reports to the Trustee Board on a regular basis. The administration of the accounts is undertaken by volunteers and accountancy services/support are provided by Keith Graham Chartered Accountants. Our finance policy was reviewed in July 2024. The charity prepares its accounts on a receipts and payments basis.

Reserves Policy

The charity's Reserves Policy is that:

The minimum level of reserves within the unrestricted fund will be the equivalent of three months operating costs, calculated and reviewed annually, or at such times where significant changes in regular expenditure occur. £16,500 is our minimum level under our Reserves Policy.

Risk Management

The Trustees have identified two key areas of risk for the charity:

- Staff capacity: there is a heavy reliance on a small team, therapists have however diversified their skills and carefully selected placement counsellors will be joining the team this year
- Income streams: The previous reliance on grant making trust applications is being addressed as part of the our fundraising strategy.

Trustee Expenses

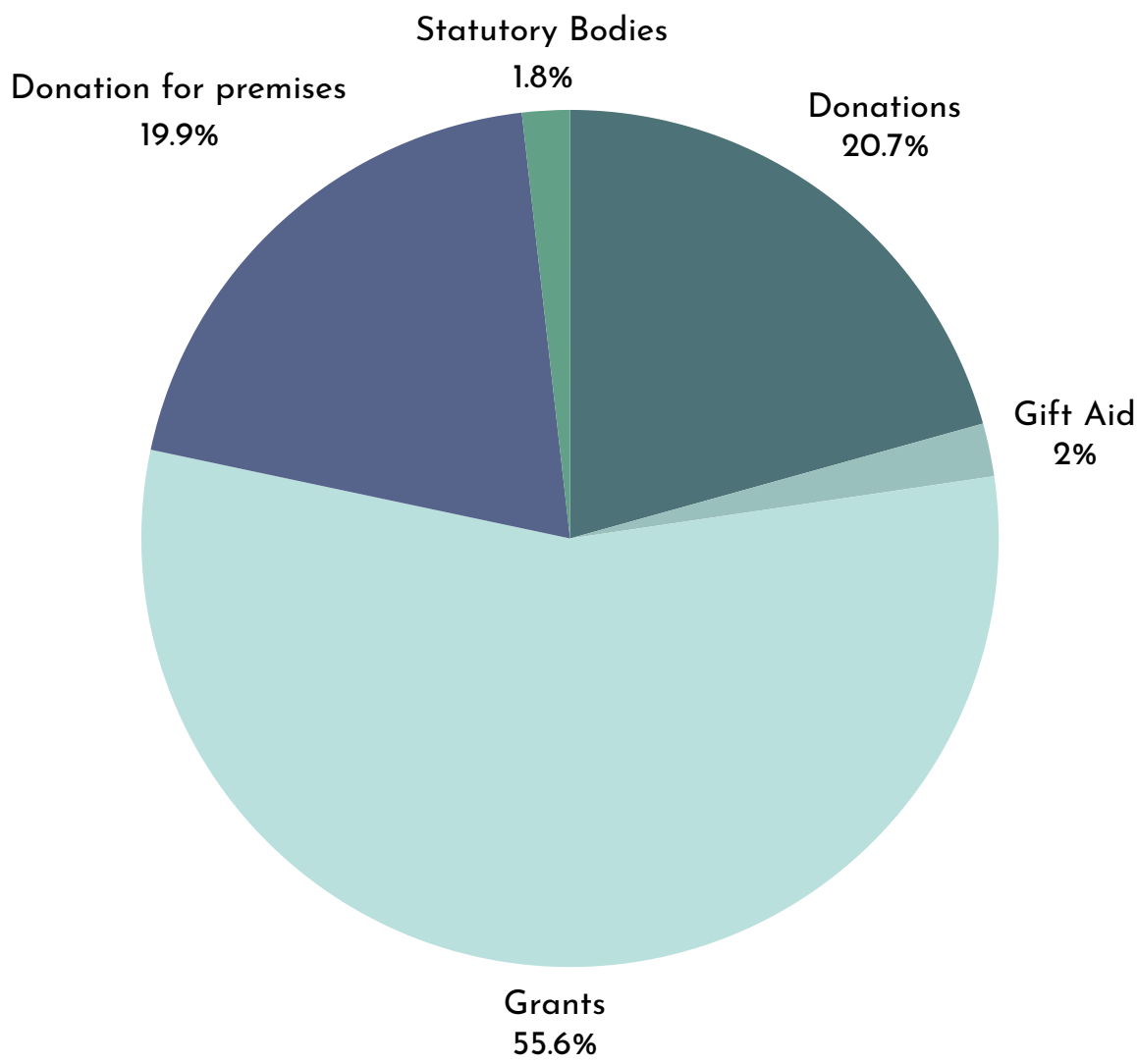
All of Headroom's trustees give their time on a voluntary basis. No expense claims have been made by the trustees.

Financial Review

Overview

Our fundraising strategy has been reviewed and updated to provide additional focus on corporate and individual donations, reducing the reliance on income from grant making trusts.

Income

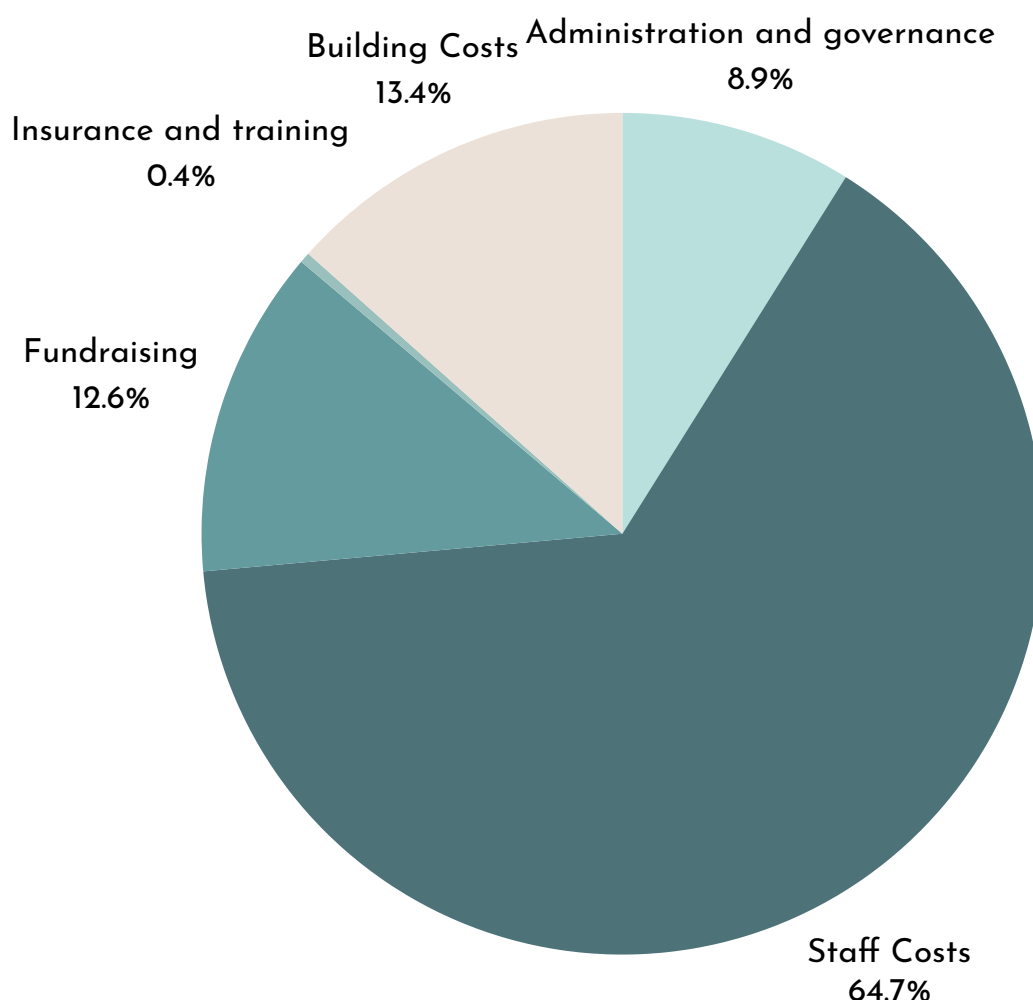


Income for FY 23/24 was higher than budgeted, primarily due to successful efforts against our fundraising strategy and support from local Grant Making Trusts. We continue to receive our regular individual donations, as well as receiving substantial increases in funding received from Grant Making Trusts within the financial year and beyond.

Budgeted Income: £86,844
Actual Income: £88,992

Financial Review

Expenditure



Expenditure for FY 23/24 was higher than budgeted due to an in-year increase in staff hours to meet the growing needs of our service users and employing a Fundraising Manager. Staff costs remain the largest expense for the charity.

Budgeted Expenditure: £77,093

Actual Expenditure: £80,705

Financial Review

Charity Growth

Income and Expenditure since charity was founded.



We continue to monitor the effectiveness of our fundraising strategy and adapting this to external factors which may impact our funding sources. We will also continue to seek partnerships with other stakeholders supporting young people, children and families.

Financial Statements

Headroom Young People's Charity

Receipts and payments accounts

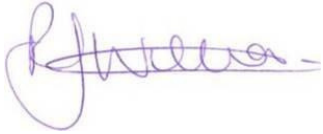
FOR THE PERIOD OF 01/08/2023 TO 31/07/2024

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
RECEIPTS				
Donations and gift aid	11,264	-	11,264	10,449
Gift aid	1,062	-	1,062	1,943
Charitable work	-	1,275	1,275	120
Grants	30,300	32,331	62,631	16,150
Corporate donations	-	-	-	1,000
Donations for premises	10,800	-	10,800	10,800
Statutory bodies	960	1,000	1,960	14,961
TOTAL RECEIPTS	54,386	34,606	88,992	55,423
PAYMENTS				
Administration and governance	7,205	-	7,205	4,785
Staff costs	29,381	22,726	52,107	39,458
Fund raising	1,923	8,217	10,140	-
Training and affiliation costs	316	-	316	492
Insurance	137	-	137	122
Property costs	10,800	-	10,800	10,800
TOTAL PAYMENTS	49,762	30,943	80,705	55,657
NET OF RECEIPTS/(PAYMENTS)	4,624	3,663	8,287	(234)
Transfers between funds	-	-	-	-
Cash funds last year end	9,223	17,703	26,926	27,160
CASH FUNDS THIS YEAR END	13,847	21,366	35,213	26,926

Trustee Declaration

The Trustees declare they have approved the annual report and financial statements for the year ending July 2024.

Signed on behalf of the charity's Trustees:

A handwritten signature in purple ink, appearing to read 'Rebecca Williams', is written over a faint horizontal line.

Rebecca Williams
Chair of Trustees
Date: 01/11/2024



Section A

Independent Examiner's Report

Report to the trustees/
members of

Headroom - Young People's Charity

On accounts for the year
ended

31 July 2024

Charity no
(if any)

1190834

Set out on pages

Trustees Report pages 3 to 19 and CC16a return page 20.

Responsibilities and
basis of report

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/07/2024.

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

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent
examiner's statement

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

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

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

Signed:

Date:

11-11-2024

Name:

Simon Pusey

Relevant professional
qualification(s) or body
(if any):

Chartered Accountant

Address:

Keith Graham, Chartered Accountants

Suite 2 Wesley Chambers, Queens Road

Aldershot Hampshire GU11 3JD



headroom

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