



headroom

YOUNG PEOPLE'S CHARITY

Annual Report

2024 - 2025



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Administration details

Headroom Young People's Charity

Registered charity 1190834

Address: Suite 3, Victoria House, South Street, Farnham, GU9 7QU

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

Nichola Clark (Chair)
Callum Bowdrey-Roberts
Gemma Procter - Parent Trustee
Daniel Reilly
Fiona Potter
Jeff Fisher
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)

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
Jackie Taylor - Placement Counsellor

External Parties

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

Foreward

As Headroom's fifth year comes to a close its time to reflect on how the Charity has performed against its Strategy, and meeting the needs of the Young People and their Parents, and it's a GREAT message!

Our Counselling team, led by Sue Evans, our CEO and Service Director, has again increased the number of sessions delivered to Young People and Parents by over 18% in the last year to 2025 (from 1800) with almost 40% of those sessions being delivered to parents of young people, many of whom are on the waiting lists, with positive tangible measurable outcomes for families and those young people.



Nichola Clark

Chair of Trustees

The last few months has seen a lot of change for the Charity and the team, with the achievement of much of the dependencies for growth due to the amazing support from the local community and we are grateful to the Farnham Mayor, the Surrey High Sheriff and the Surrey County Council all of whom have committed on-going support in these challenging times.

On the 24th June we officially opened our new, significantly larger offices in Farnham thanks to the on-going and significant support from Aeonian Foundation. The office move was a key part of our strategy providing a much larger space for the team to increase capacity and diversify into new services.

Looking forward, as we continue to review and update our Strategy, there is a clear demand for the ongoing increase in capacity and for growing the breadth of services so, subject to funding, we continue to plan for growth with the introduction of improved social opportunities for young people and the exciting introduction of Family Services. To enable our core Services Team, we also plan to strengthen our Operations and Fundraising teams.

A BIG thank-you for the on-going support from our existing and new funders and donors, without whom, this would not have been possible! And, a thank you to all our supporters and Volunteers, Trustees and of course the Counselling team - without you, our Young People and Parents would not have the opportunities offered by this fantastic charity.

“My time at Headroom Young People's Charity has helped me in countless ways, from the way I conduct myself in my life to how how I view and feel about myself and the world.

”

23 year-old suffering with anxiety and low self esteem

Our Delivery

125

Young Persons
supported in

116

Parents
supported in

1127

sessions

709

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

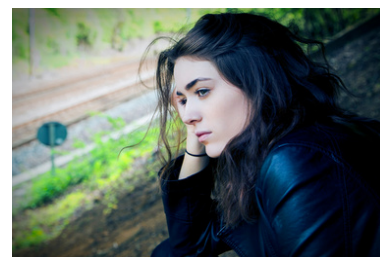
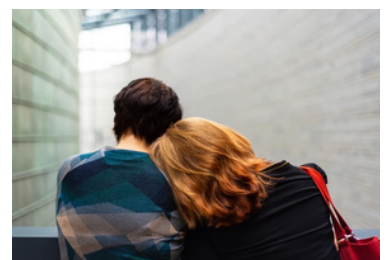
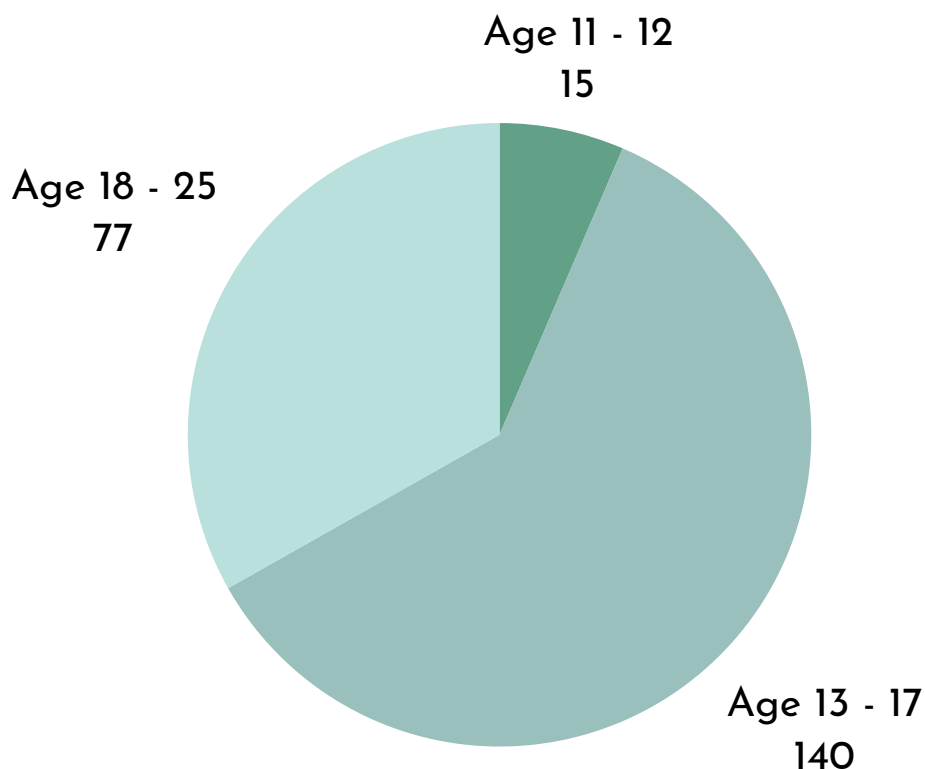


said their confidence as a parent had very much improved with our support

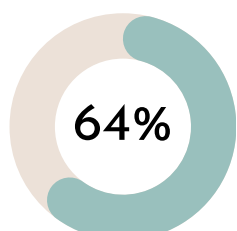


of parents said their stress levels reduced by at least 50% since receiving our help

Age Breakdown



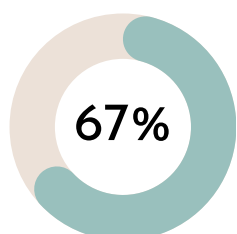
Our Clients



Anxiety

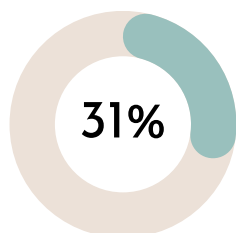
The proportion of young people suffering from both diagnosed and undiagnosed anxiety has gone up from 56% last year to 70% this year, as we continue to see the ongoing impact of Covid and lockdown on young people's mental health and emotional resilience.

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



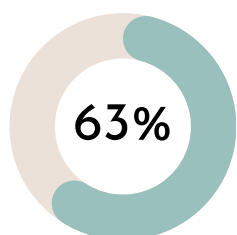
School Attendance
Issues

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 engagement in their education.



Anger Management
Issues

Headroom has an excellent local reputation as the "go to" organization for specialist anger management support for young people. We have developed our expertise over 20 years of practice and fully understand the complex factors that result in angry feelings and aggressive and violent behaviour. Young people immediately respond to our non-judgmental approach and quickly discover both the roots of these overwhelming feelings and that they can learn to manage them in healthy, safe ways.



Neurodiverse

We recognise that neurodiversity is a potential factor in over 60% 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's local reputation for excellence has resulted in huge increases in referral numbers year on year, we have seen an incredible rise of 94% in requests for help. We closed the waiting list for a brief period while we took steps to increase capacity, enabling us to offer 23% more sessions to young people, and inviting those waiting to attend therapeutic groups for interim support. This resulted in an increase of 44% in the number of young people we supported. This impacted our waiting lists overall and saw a reduction of 35% down from over 80 to a more manageable 40 young people waiting between 8 and 12 weeks only.

We were fortunate enough to take on an Autistic placement counsellor, experienced in supporting young people with special educational needs and disabilities, adding depth and even greater understanding of the complex issues our clients are challenged by. Our team continues to reflect the neuro-divergence of our clients. 68% of youth referrals are under 18 years old and with increasingly complex issues, 64% with suffering from some form of anxiety, 35% had suffered some form of childhood trauma including PTSD and CPTSD. 34% were self harming and/or suicidal and a concerning 67% were demonstrating school attendance issues.

We have seen an increase of 23% in the number of young adults 18-25yrs seeking mental health support, representing 32% of young people referred, due in part to our growing relationships with local statutory services. 47% of all our young adult clients present with undiagnosed Autism and/or ADHD, making their lives feel complex and often overwhelming. 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 specialist 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.

With the introduction of a new Pilot of social "Drop In" sessions, young people struggling with isolation now have an opportunity to meet others with similar lived experience and make friends in a safe, calm and welcoming environment

“

I have been to many local mental health services and this has been the best for me, I feel very accepted here and was given the time to process everything at my pace

”

16 yr old young person struggling to attend college

Service Update: Parenting Services

Parents Counselling Service

We remain hugely grateful for the ongoing confidence and funding we receive from Broadhurst Mental Health Charity allowing us to continue offering personal counselling to local parents as part of a unique range of much needed services. Evidence of need was apparent in the 28% increase in referrals for support we received from both statutory services and 35% from parents themselves.

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

69% 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 116 parents 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 98% increase in referrals for this specialist service, we responded to this growing need by training one of our qualified therapists to support this service and as a consequence, supported 51% more parents, year on year. We delivered 55% more sessions to cut waiting times. 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 benefited 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.



“ We had to make some unexpected changes in our approach to supporting our 15yr old daughter and our trust in the advice we got paid off for everyone at home. K is definitely happier and more stable and we hardly get any meltdowns at all. Battles with school are over and our relationship has really improved

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

”

Objectives

We successfully achieved all our objectives for this year:

- 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 44% increase in the number of young people supported by delivering 23% 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 Marketing 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.



Our Future Plans:

Strategic Objectives 2025 - 2028

1: Increase Capacity

- 1.1** An extra 20 families to be seen per year through our new family therapy service, through the addition of a highly experienced systemic family practitioner
- 1.2** 1,080 additional counselling sessions across 3 years
- 1.3** Waiting times reduced to under 3 months for young people
- 1.4** Waiting times reduced to under 6 weeks for parents
- 1.5** New peer support group service for 16-19 year olds at risk of becoming NEET
- 1.6** New SEND advice and advocacy service for 24 parents in 2025/26

2: Expand our Service Scope

- 2.1** Family Therapy: Repair relationships, build family resilience, and restore stability preventing family breakdown
- 2.2** For Parents:
 - SEND Advice & Advocacy programme supporting those going through diagnosis and EHCP
 - Psycho-education programme to improve understanding of, and support for growing children
- 2.3** For Young People:
 - Expanded weekly peer group drop in sessions, providing social opportunities and reduce isolation
 - Therapeutic mentoring for disengaged young people
 - Outreach for those unable to leave home
 - Specialist counselling for neuro-divergent young people
 - Youth development and volunteer opportunities including reception support, admin, IT support and youth work roles

3: Become a Hub for Young People's Services

- 3.1** Build relationships with partners to create a seamless network of services
- 3.2** Out of Hours mental health Crisis intervention services to be delivered from Headroom

Supporters and Funders

Headroom has enjoyed an incredibly successful year of fundraising and are extremely grateful to both local and national funders, enabling us to achieve our year's fundraising target within the first 9 months of the year.

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 thankful to local community organisations, and the continued support of our local councils in recognising the impact Headroom has in our local vicinity and who have financially supported us in our quest to make a positive difference to the lives of young people and their families.

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 the work we do.

We remain grateful for the ongoing gift of our premises in Aldershot until May of 2025, 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.

In August Headroom took the huge decision to re locate to larger premises and after an exhaustive search and with very generous support from Aeonian Foundation we re-located in May. The move has transformed the Charity, and we owe a huge debt of thanks for all the support and encouragement we have received from the Foundation's Trustees and all involved including very generous discounts from the landlord.

The dedicated fundraising role, part funded by Aeonian has helped 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 ongoing, multi-year 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.

“ *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

”

Since our move in May, we have enjoyed a genuinely supportive and warm welcome from Surrey and in particular Farnham residents, enjoying visits from the High Sheriff of Surrey, Peter Cluff, at our launch evening, and several visits from previous and present Mayors of Farnham, John Ward and current Mayor, George Murray. All have been not just admiring of our new premises but generous in both their practical and financial support for our work in the town. We are really looking forward to working in partnership with the Town Council and Waverley Borough Council over the coming months and years.



Thank you to all our generous supporters:

- The Aeonian Foundation
- Herrington Carmichael Solicitors
- The Albert Hunt Trust
- The National Lottery Community Fund
- Broadhurst Mental Health Charity
- Charlotte Bonham-Carter Charitable Trust
- Hampshire County Council
- Hall and Woodhouse
- Rushmoor Rotary Club
- Postcode Society Trust
- Shanly Foundation
- Community Foundation of Surrey
- 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 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 are reviewed annually 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 at the appropriate level.

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, young people themselves, and via word-of-mouth. We work alongside health, social care and education providers to support the mental health and well-being of local 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 an income and expenditure 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. £22,500 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 ongoing reliance on grant making trusts is being addressed as part of the our fundraising strategy.

Trustee Expenses

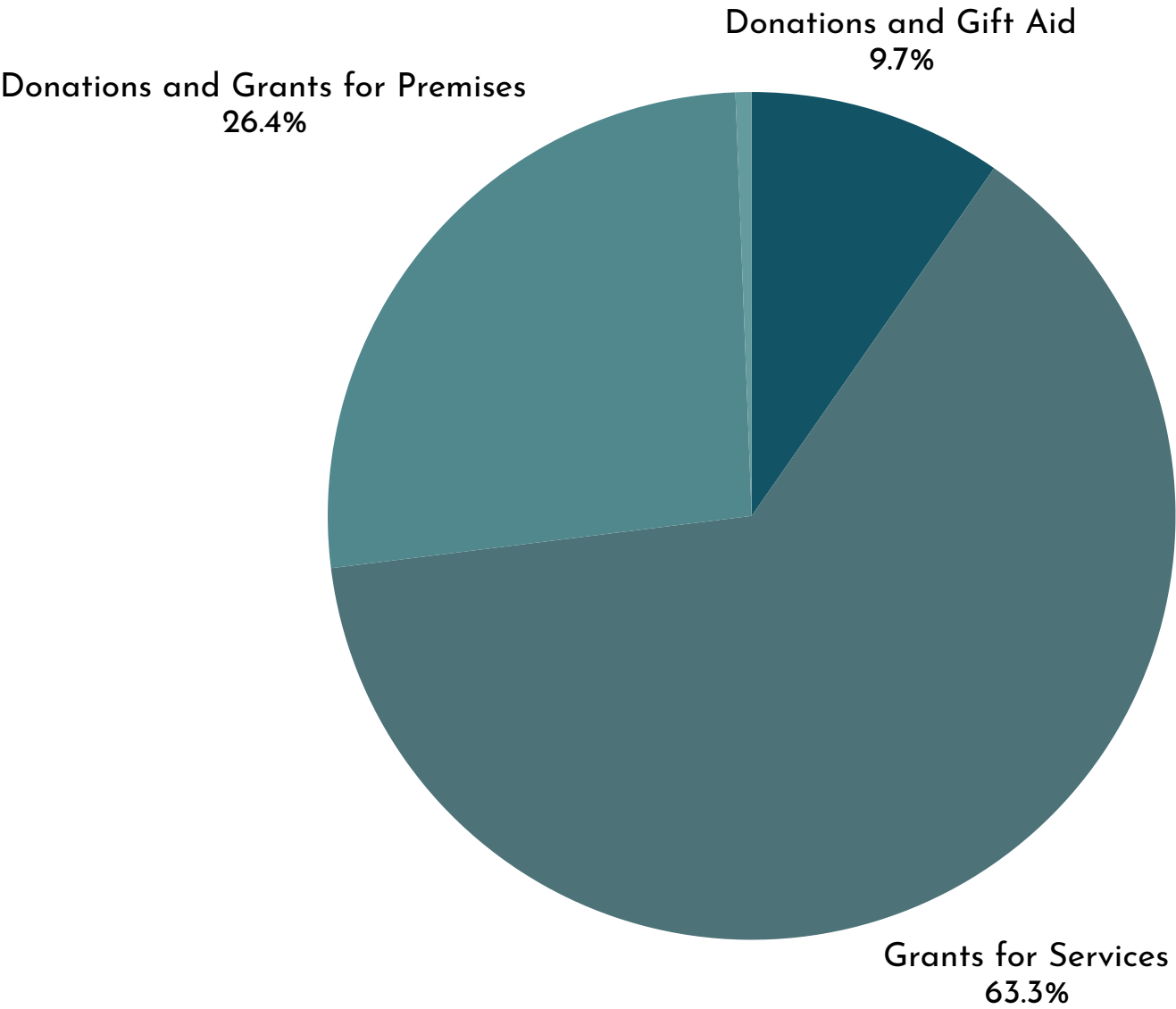
All of Headroom's trustees give their time on a voluntary basis. No expense claims have been made by the trustees.

Financial Review

Overview

Our fundraising strategy has delivered a significant boost in our financial position, resulting in a premises move into Farnham and expansion of our services and overall delivery.

Income

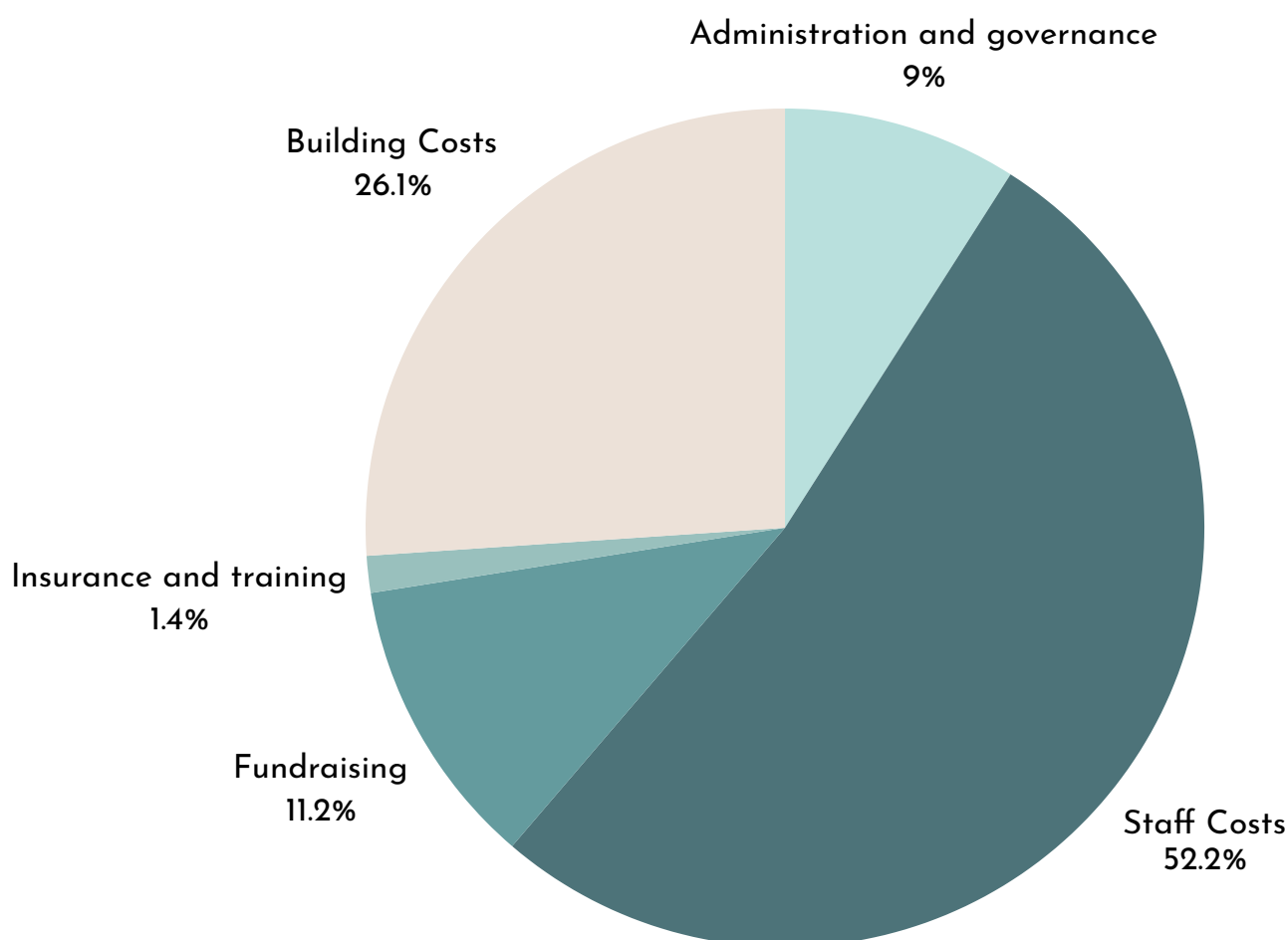


Income for FY 24/25 was substantially higher than budgeted, primarily due to very successful efforts against our fundraising strategy and support from local Grant Making Trusts. We continue to receive our regular individual donations, as well as receiving substantial increases in funding received from Grant Making Trusts within the financial year and beyond.

Budgeted Income: £88,010
Actual Income: £177,764

Financial Review

Expenditure



Expenditure for FY24/25 was higher than expected due to the costs involved in our move to new premises in May. A revised budget was agreed by Trustees, based on receipt of new funding for this move and outstanding support from our grant funders. Staff costs remain the largest expense for the charity.

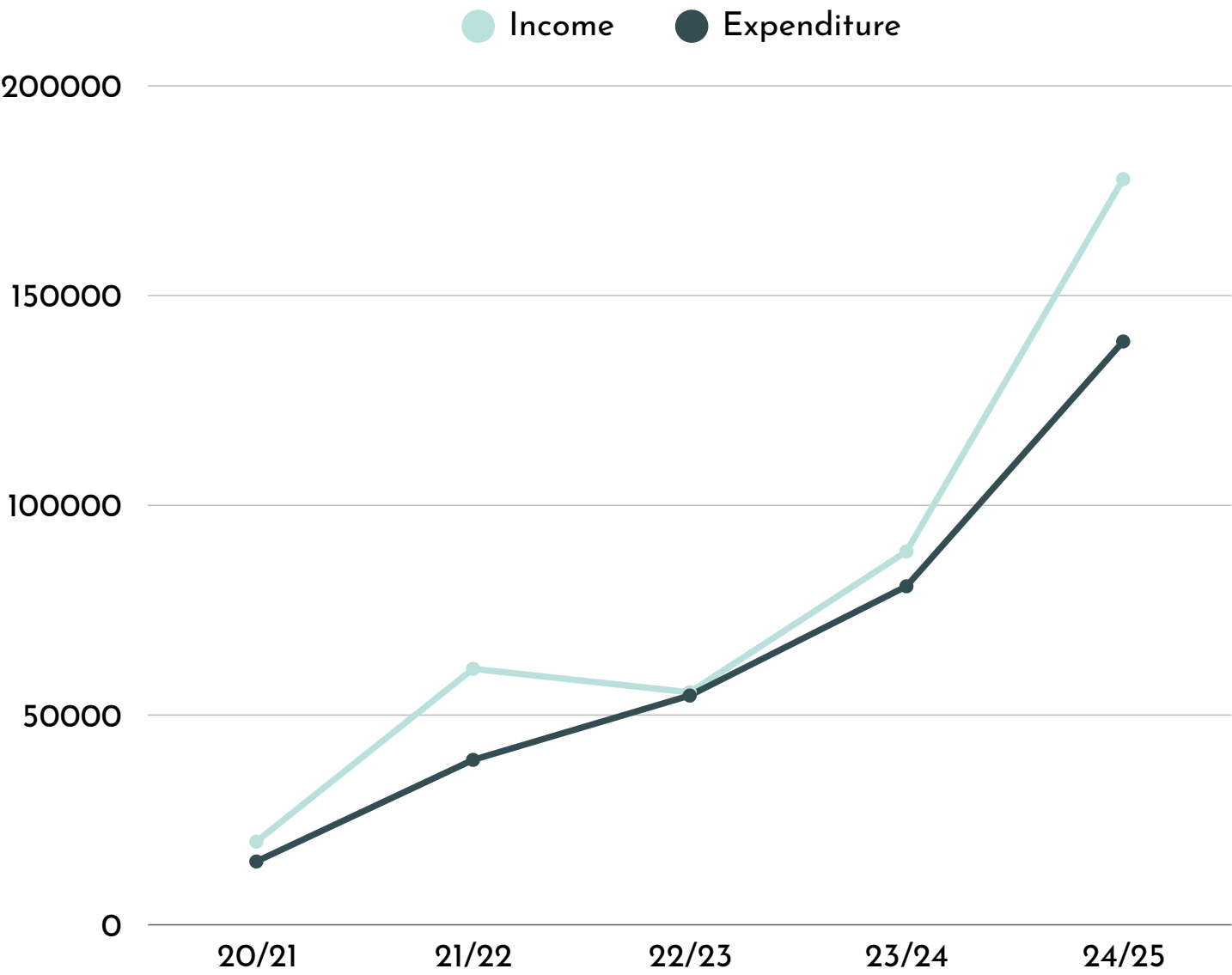
Budgeted Expenditure: £145,689

Actual Expenditure: £139,068

Financial Review

Charity Growth

Income and Expenditure since charity was founded.



Our fundraising strategy continues to be effective, and delivering real benefit to the charity and our clients. We continually review the strategy and adapt it 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 and are actively pursuing opportunities to diversify our funding sources.

Financial Statements

Headroom Young People's Charity

Receipts and payments accounts

FOR THE PERIOD OF 01/08/2024 TO 31/07/2025

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
RECEIPTS				
Donations	9,714	-	9,714	11,264
Gift aid	1,904	-	1,904	1,062
Charitable work	200	-	200	1,275
Grants	42,750	101,895	144,645	62,631
Corporate donations	5,601	-	5,601	-
Donations for premises	9,900	-	9,900	10,800
Statutory bodies	880	4,920	5,800	1,960
TOTAL RECEIPTS	70,949	106,815	177,764	88,992
PAYMENTS				
Administration and governance	7,295	5,271	12,566	7,205
Staff costs	11,566	61,089	72,655	52,107
Fund raising	4,900	10,725	15,625	10,140
Training and affiliation costs	670	-	670	316
Insurance	165	1,137	1,302	137
Property costs	11,928	24,322	36,250	10,800
TOTAL PAYMENTS	36,524	102,544	139,068	80,705
NET OF RECEIPTS/(PAYMENTS)	34,425	4,271	38,696	8,287
Purchase of Fixed Assets	-	5,700	5,700	-
Transfers between funds	(4,878)	4,878	-	-
Net movement in Funds	34,425	(1,429)	32,996	
Funds brought forward	13,847	21,366	35,213	26,926
CASH FUNDS THIS YEAR END	43,394	24,815	68,209	35,213

Trustee Declaration

The Trustees declare they have approved the annual report and financial statements for the year ending July 2025.

Signed on behalf of the charity's Trustees:

A handwritten signature in purple ink, appearing to read 'Nichola Clark', is written over a faint, light blue grid background.

Nichola Clark
Chair of Trustees
Date: 01/10/2025



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 2025

Charity no
(if any)

1190834

Set out on pages

Trustees Report pages 3 to 20 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 31/07/2025.

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: 31-10-2025

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

YOUNG PEOPLE'S CHARITY

info@headroomcharity.co.uk

www.headroomcharity.co.uk

Suite 3 Victoria House
South Street
Farnham
Surrey
GU9 7QU



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