



## **Love Squared Limited**

(A Charitable Company Limited by Guarantee)

### **Annual Report and Financial Statements**

**For the Year Ended 31 August 2024**

Company Number: 08977922

Charity Registered in England and Wales Number: 1198464

Registered Office Address

67 Stoke Hill

Bristol

BS9 1EP



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## **Reference and Administration Details**

### **Trustees and Directors (current)**

Sarah Louise Hopkins (from September 2024)

Victoria Butcher (from September 2024)

Lucy Reynolds

### **Trustees and Directors (during year end 31/08/24)**

Helen Marsden (Chair) - until 26/07/24

Stephen W Armstrong - until 31/10/24

Matthew J James - until 27/01/25

Patricia El Jichi - until 30/06/24

Sadaf F Moosvi - until 22/01/2024

Gemma Purchase - until 31/05/2024

### **Senior Leadership Team (current)**

Interim Change Director - Matt Plen - (from April 2025 - Freelance consultant)

Children's Services and Safeguarding Lead - Ben Sweet

Contracted Services and Finance Lead - George Howe

### **Senior Leadership Team (during year end 31/08/24)**

Project Support Manager - Ella Kennedy - exited on 22/09/23

Charity Development Lead, then CEO from 27/02/24 - Cristie McMurray - exited on 03/09/2024

Operations Manager and Safeguarding Lead - Ben Sweet

**Company Number** - 0897792200000000

**Charity Number** - 1198464

### **Principal Office and Registered Office**

67 Stoke Hill

Bristol

England

BS9 1EP

### **Independent Examiner**

Michelle Ferris BSc (Hons) FCA DChA

Albert Goodman LLP

Goodwood House

Blackbrook Park Avenue

Taunton

Somerset

TA1 2PX



# Chair's Introduction

Love Squared is charity working with some of society's most vulnerable children, many of whom come to our services in fear, anxious, and feeling hostile. They often feel that their voices have been lost or silenced, and the hoops they are made to jump through to access services has left them hopeless and angry. Many of them have extremely loving families, fighting every day to get their children's needs met, whilst trying to balance work, other siblings, relationships and the need for a warm cup of tea. Some of our children don't have secure housing or a safe bed to sleep in, many have histories of trauma and abuse, most have intersectional needs and alongside their mental health are also trying to work out how to be neurodivergent in a world that wasn't designed for them. Some are in school, but many of them are not; not all children can go to school either because there is no place for their needs, or because school is not safe for them.

For our team, hearing these stories can be defeating – how can we possibly make change in a world which often feels so cruel and so apathetic to the most vulnerable? And yet that doesn't stop our children and families. Each day, they get up and try and make it a better day. Throughout my years being involved in Love Squared, now as interim chair, the stories which broke me were the ones in which children – already struggling to manage opening their bedroom doors because of anxiety so bad that they would shake when they spoke – would still find time to refer their friends to us. To make emotional space to come to a therapeutic group and offer support to another child. To think of a song that might make them smile (or help them cry).

And so as a team we do this. Drawing on their bravery and courage and that of their siblings, and parents and teachers and social workers and NHS staff, we do try and make every day better – for their sake. It is why we exist, why our staff come to work and why our volunteers give up their time so generously. We are on a mission to ensure that no child has to lose out on a world of potential because of mental health. We don't have magic wands, but we do believe that every child and family has the right to get services designed and delivered for their individual needs, with love and imagination.

Whilst all of this report is important, the social impact of our work the voices of the children we have helped must remain central and drive our future.

As a charity, we are also a social enterprise, working hard to be self-sufficient as much as possible. Our trading model not only delivers education and wellbeing specialist support through local authorities in London and the South West. It also funds much of our Glow therapeutic mental health projects for children who would not be eligible for local authority funding.

Whilst I was not in post during the year covered by this report, preparing it has enabled me and the team to reflect back on the challenges, learning and the future of the charity, taking time to celebrate what has been achieved, as well as what we need to do differently. Some of the challenges included unexpected costs and leadership turbulence for both the board and the team. This coincided with a really difficult time for our children and young people as mental health services continue to be under extreme pressure from high demand and lack of funding.



One piece of learning we want to carry forward is how we develop and expand our services so we can reach even more children and have the most impact for them, whilst also ensuring that we can be financially sustainable. A key challenge that we are currently tackling in our work on a new strategic plan for the charity while also ensuring that we bring the charity back into surplus after the challenges of the recent period, ensuring resilience and sustainability. Our goal is to bring love to the children and families who might most need it, and we know we can only do that if we are financially secure and sustainable and ensure our message is heard nationally.

Love Squared is a special place, our goal now has to be to protect the children and families we serve, providing those holistic, joined up, and specialist services that we know (because we see it and we read it and we try to listen) make the most difference. Our vision – a world where all children experience love in children's services – is still very much an aspiration but it is one worth fighting for. The cost of not doing so is all over our news – but also behind closed doors for the parents who have to give up their livelihoods and their health. They need people to fight with them. They deserve not to feel alone.

As a new chair, I am still learning every day and, as an organisation, we will continue to embrace learning and change. I am so grateful to the incredible people in the team:

- the staff who manage our services; the practitioners who go out every day, travelling to children's homes and communities to deliver sessions;
- the brilliant counsellors who bring our specialism of integrative therapeutic approaches and creative arts therapy to our schools and young people's groups;
- our wonderful case managers who look after them and make sure each child gets the best possible care;
- our amazing volunteers who give up so much of their time to volunteer for events and for our therapeutic telephone and messaging helpline;
- the trustees who are working so tirelessly as volunteers;
- and our brilliant stakeholders – all those people who have given a couple of pounds, those professionals who have given up time to help us even when it wasn't a fun task, those funders who have seen the potential of a charity that is sometimes so busy simply doing, it hasn't always been as great at promoting itself, and all those who have belief in the future we are trying to create.

Most of all – I want to thank our children, families, and all the people who support them – their teachers, carers, workers and friends. Thank you for trusting us enough to let us help.

With love,

Sarah Louise (Interim Chair of Trustees from September 2024).

## **Compliance and Public Benefit**

The trustees, who are also directors for the purposes of the Companies Act, present their report and the unaudited financial statements of the charity for the year ended 31 August 2024.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's memorandum and articles of association, the Statement of Recommended Practice (SORP FRS 102 2019), and are in accordance with the special provision relating to small companies within Part 15 of the Companies Act 2006.

The trustees report that the charitable activities, described in the report are for the public benefit. The trustees also confirm that they have complied with section 17(5) of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission.

## **Structure, governance and management**

Love Squared Limited is an independent charity, registered number 1198464 and a company limited by guarantee, registered number 08977922.

The governing document is the memorandum and articles of association was dated 4 April 2014, where the company was originally incorporated as a Community Interest Company. The company gained charitable status on 31 March 2022 and the original governing document has been superseded with the articles of association as amended by special resolution dated 10 December 2021.

## **Charity Trustees**

The following trustees who are also directors for the purposes of company law, served during the year and since year end:

H Marsden (Chair) - until 26/07/24

S W Armstrong - until 31/10/24

M J James - until 27/01/25

L Reynolds

P El Jichi - until 30/06/24

S F Moosvi - until 22/01/2024

G Purchase - until 31/05/2024

## **Since year end**

SL Hopkins (from September 2024)

Victoria Butcher (from September 2024)

The trustees were responsible for the recruitment of new trustees. The Board had experience in safeguarding, finance, marketing, HR and education. We also had one of our former young people sitting on our board to better represent the voice of our service users.

The trustees gave their time freely and receive no remuneration or other financial benefits.

The remuneration of key management personnel is reviewed and set by the trustees by benchmarking against key management personnel in similar organisations.

Our trustees were responsible for our overall management and leadership and met at least eight times over the year. There was a change in senior leadership management in the 6th month of the financial year when a CEO was appointed. The CEO and rest of the senior leadership team reported directly to the trustees and carried out the day-to-day running of the charity and policy implementation, supported by our core team, including case managers and project coordinators. The board saw some change over the year with some trustees stepping down and the resignation of the chair towards the end of the financial year.

**Summary of Charity Objects**

The objects of the charity are for the public benefit and specifically restricted to the following: To relieve the needs of children and young people with social, emotional and mental health needs and/or special educational needs, and their families, by providing or assisting in the provision of education and wellbeing services designed to improve mental health, reduce social isolation and improve educational outcomes.

**Summary of activities - How the charity spends its money** The Charity relieves the needs of children and young people with social, emotional and mental health needs and/or special educational needs, and their families, by providing or assisting in the provision of support services designed to improve mental health, reduce social isolation and improve educational outcomes. A detailed summary of the main activities undertaken for the public benefit in relation to our charitable objects, additional detail on activities, and a summary of the main achievements of the charity during the year follows in our social impact report.

# 2023 – 2024 SOCIAL IMPACT REPORT



## At a Glance

Why we are here	Our year in pictures	Our year in numbers	Their voices	Our voices
A yellow sun with rays.	A yellow five-pointed star.	A red heart.	A blue sun with rays.	A yellow heart.

## Why we are here

### Our vision

Our vision is a society where imagination, love, and kindness are the everyday words that people associate with child and family services. It is a vision where young people can walk into their futures with joy.

### Our mission

We want to bring love to children and families' services. We don't think it's enough to care a bit, you have to care a lot if you want to transform outcomes.

We want to change the national landscape of how children experience the mental health system, putting kindness at the forefront of every interaction. Building awareness, starting a movement, hearing the children's voices and those of their loved ones: we want to transform the experience of those impacted by mental health.

We are on a mission to ensure that no child has to lose out on a world of potential because of mental health. We don't have magic wands, but we do believe that every child and family has the right to get services designed and delivered for their individual needs, and with love and imagination. Everyone has a right to have their story remembered and treated with curiosity and sensitivity.

We directly deliver imaginative, and carefully case managed services for children and young people with social, emotional, and mental health needs. We believe that you can't change outcomes without looking at issues holistically and thoughtfully. For us it's about long-term change.

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## Our four key core values are:

**Love**



**Imagination**



**Nurture**



**Bravery**



What these values mean to us...

Working with children as vulnerable as we do, **love** and **nurture** are incredibly important factors despite these being phrases that other organisations may shy away from. In addition, given the complexity of each of the cases, we believe that it is important to be creative and use **imagination** to develop programmes that are tailored to each child's needs.

We have an incredibly dedicated team of practitioners who bring **love** and **imagination** to every session they undertake.

We recognise the **bravery** our young people are in defining and pursuing their aspirations which often takes them outside of their comfort zone.

It is our responsibility to match this **bravery** through advocating for them within their own lives and advocating for SEMH awareness and support more generally.

## Who we help

We support children and young people, from primary to early adulthood impacted by mental health and special educational needs. Some have diagnosed conditions, while others are still waiting for the help they desperately need. Many have endured trauma, distress, or additional disabilities that make everyday life feel overwhelming. Some may carry their anxiety so heavy that it can change their behaviour, their ability to cope, and even their will to keep going.

We take referrals from Social Care, Schools, Local Authorities, Parents/Carers, children and young people referring themselves and their friends. With every referral we take we try to offer something to them and go above and beyond to make sure that even if we are not the right provision for them, they leave with information about places that might be or knowing that they can always call back to talk and hear a supportive voice or ask for more advice.

Many of these children have experienced deep pain — domestic violence, abuse, bullying, identity struggles, and the responsibilities of being young carers. Yet, in the face of so much hardship, they are strong, resilient, and full of potential. They don't just need support; they need to be wrapped in love, to know that they are not alone, and to feel the warmth of a community that believes in them.

The challenges they face touch every part of their lives. Some are unable to attend school, leading to painful isolation that worsens their mental health. Others struggle with anxiety so severe that they cannot leave their homes, or even their rooms, for days or weeks at a time. Some face ongoing crises, self-harm, or thoughts of suicide.

These children deserve joy, friendship, safety, and a future filled with possibility. They deserve to learn, to grow, and to step into a world that welcomes them with open arms. Because every child is worthy of love, hope, and a future where they can truly thrive.

# What we do

**The following support falls under what we call, “Glow”.** This is our free provision of support that we offer to children and young people who do not currently meet the threshold for funded support. Children and young people can be referred to this service by their school, family support worker, social worker, family member, friend or themselves.

The **Illuminate** programme provides 1:1 long term mentoring for young people who need the support of a ‘professional friend’. It might be that they are struggling with their mental health, are a young carer or have experienced trauma. Illuminate is primarily aimed at young people who have a dream of what they could achieve, if they only had access to the right kind of support to help fulfil their potential.



**Drop the Pressure** is a telephone listening support service that provides weekly sessions for young people (ages 10–18) experiencing issues surrounding mental health and emotional wellbeing. Sessions are via phone/ text and provide a space for you to talk, be yourself, and be heard. Our team of trained volunteer listeners are here to listen to any issues, big or small, that matter to you.

Drop the Pressure is facilitated by a small team of experienced volunteer listeners who are supervised onsite by a BACP children and adolescent therapist. Drop the pressure can also offer ad-hoc support and advice to children, young people and families depending on needs.



**Groups (online and in-person)** These are specialist therapeutic small groups for children and young people who may be feeling anxious or isolated. The groups aim to build confidence, friendships, and improve wellbeing in a supportive environment with guidance from a lead mental health practitioner. We wrap these group projects around with 1:1 follow ups and family support. The groups we ran last financial year were:



### Remix (year 5 and 6)

Remix is a specialist online group for children and young people to connect with others and express themselves through games, play and creative activities. The group is aimed at children who might be feeling isolated and anxious and who enjoy creative activities.

### Transitions (year 7 and 8)

Transitions is an online social group built around the theme of transition and change through conversation, games and creative activities. The group is aimed at children who may be feeling anxious, isolated or anyone struggling to fit in with peers.

### Game On (year 6, 7 and 8)

Game On is a specialist online group for children and young people to play games and socialise with peers through a shared love of gaming. The group is aimed at young people who might be feeling isolated, anxious or those struggling to fit in with peers who enjoy gaming and feel most comfortable in an online space.

### No Filter (year 9 to 14)

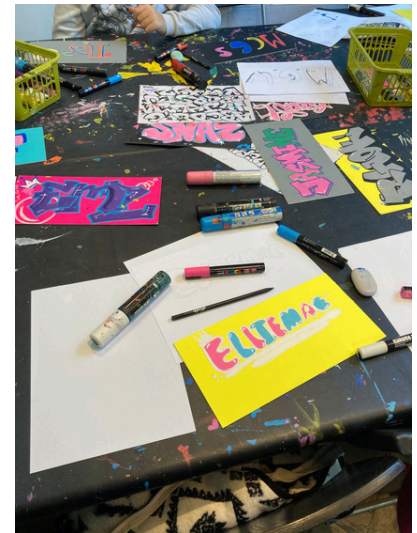
No Filter is focused on resilience and thrive mentoring for young people struggling with social isolation or who have been bullied and who need help in building relationships, confidence and develop resilience through talking, narrative, and creative arts.

Currently our Glow Groups run online during term time with in-person workshops and groups during the school holidays. By building in regular opportunities for these groups to meet in person and to meet other children engaged in structured activities, the children get to practice their social skills face to face and reduce their social isolation without this feeling overwhelming.



In-person groups and workshops are held during the school holidays and are a chance for our children and young people to gain new skills, new experiences and meet a wider range of people. We have been fortunate to partner up with some amazing organisations who have been able to provide so many wonderful and creative activities!

We have been able to provide unique opportunities like graffiti workshops, to working with 'The Garden' in St Werburghs who allowed us the use of their woodland space and yurt to enable our young people to get back to nature in an urban setting, to Co-Exist Kitchen who have put on so many amazing cooking workshops and Alive Activities who we have partnered with to put on intergenerational groups. We also provide in-person groups run by our practitioners and volunteers, using a range of creative art therapeutic approaches to drive engagement, reduce social isolation and improve mental health.



**Therapeutic Primary School Workshops** One of our BACP accredited counsellors, who has extensive experience of creating and running person-centred courses using a range of creative art techniques, has developed a range of workshops covering a wide array of issues that young people.

These range from work around navigating the mental health impacts of social media, friendships, resilience and transitions and incorporate group discussions, creative art and play therapy aspects. We work in partnership with schools who can pick and choose the workshops most relevant to their cohort and then the support can be tailored to the individual needs of that school and/or year group.

**Therapeutic Mentoring** Our counsellors and trainee counsellors go in to schools once a week to offer individual therapeutic mentoring throughout the academic year (depending on need) that the school have identified need additional support with their mental health. Our counsellors/trainees use a range of therapeutic techniques in their work, including creative arts, puppets and play therapy.



All the work on Glow is carefully case managed by our Glow Manager who works closely with each family we support to offer as bespoke a service to them as possible. We are there at the end of the phone to offer advice and support and advocate for our families, we ensure that we are working in a collaborative, multi-agency approach and help the family to build a team around them (if they need one). We are always asking, "What more can we do?".

**The other support we provide is for children and young people who have attached funding and called "Outreach"**



**Outreach** Through our outreach service, we provide contracted specialist Education and Wellbeing Packages for Children and Young People with EHCPs who are affected by Social, Emotional and Mental Health (SEMH) as well as Special Educational Needs and Disabilities (SEND) through Local Authorities, Social Services, the NHS and other statutory bodies.



# Our year in pictures

Over the last financial year we have been busy! Running groups, creating partnerships and building our community.



David, our amazing children's practitioner, bringing his Remix group together for our in-person holiday sessions.



It also gives our young people a safe space to practise their social skills in a non-judgemental place with people they have built friendships with online.

Taking our children and young people on day trips where they can talk to their peers and build a Love Squared community is an important way to reduce social isolation.





We have been able to continue our partnership with Alive Activities and participate in intergenerational activities. These activities are mutually beneficial to the mental health of everyone involved.



Our young people build up their self-esteem through the interactions with the older people and both come away learning so much from each other.



We have been lucky enough to work with them 7 times over the past year, offering 63 spaces on the workshops to our children and young people.

Co-exist Kitchen is another great partnership where we can bring our children and young people to learn new skills, meet each other and gain confidence and have fun!





Giving children time to talk about how they are feeling and giving them a safe space to explore ideas is crucial in building resilience, self-esteem and equipping children with the tools they need.



Working alongside their peers who are experiencing the same sort of issues that they are going through helps them not to feel alone or isolated. Sharing their worries in a facilitated group is builds connections and relationships.



Because of the amazing partners we have worked with over the last year our children and young people have been able to take part in so many wonderful experiences.

With all the challenges children and young people face it's also important to let them just have fun! Sail with Santa from Bristol Ferry is always a fun day out!



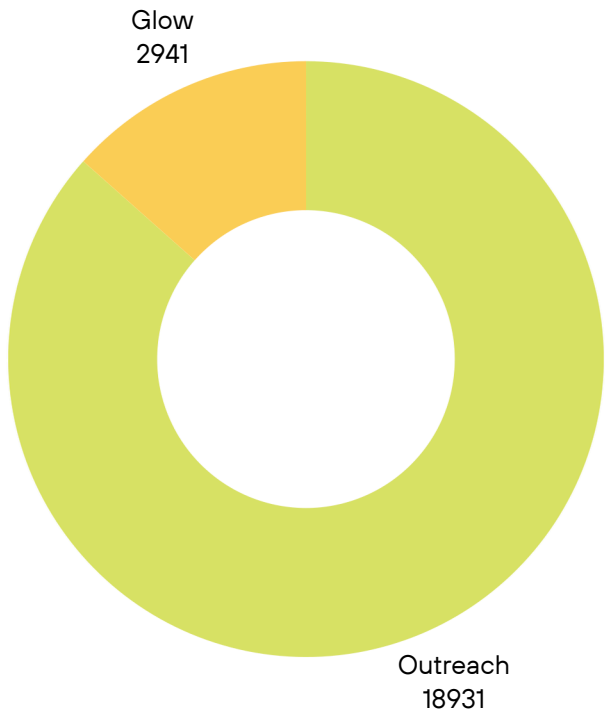
# Our year in numbers

Over the last financial year we were able to directly support 432 children and young across our services

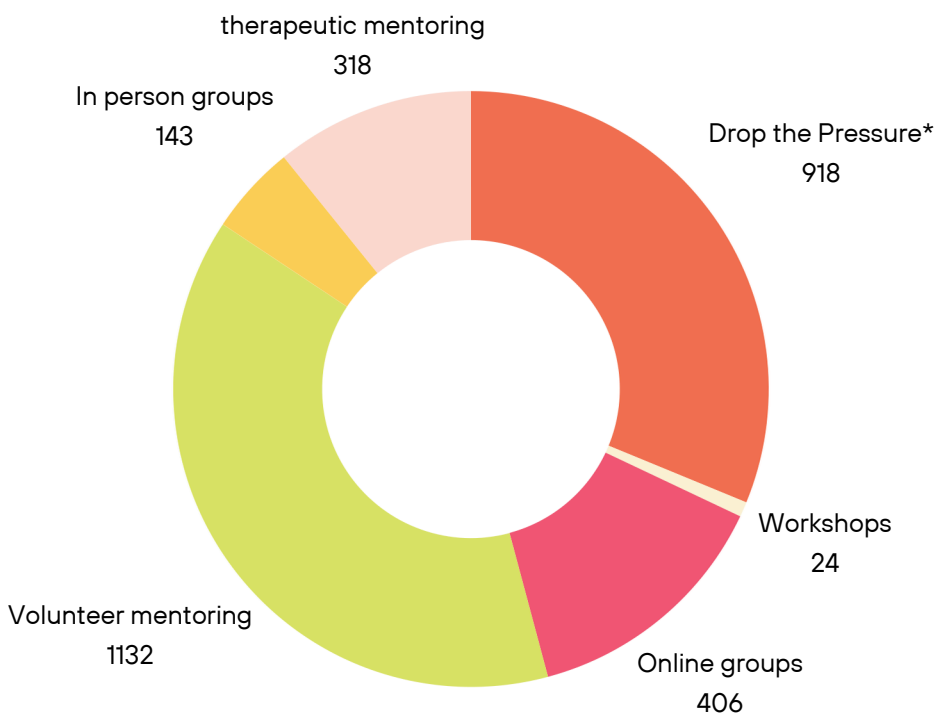
227	Children attended therapeutic primary school workshops
52	Children and young people supported on Drop the Pressure
65	Children and young people on Outreach
40	Children and young people attending in person groups
30	Children and young people attending online groups
10	Children and young people accessing therapeutic mentoring
8	Children and young people accessing Illuminate mentoring

# Over the last year we provided 21,872 hours of support

The majority of the hours of support we provided was through our commissioned work for Local Authorities, NHS and schools.



The breakdown of hours for our Glow activities.





The majority (80.5%) of the provision under Glow is delivered one-to-one to our children and young people. This enables us to build bespoke packages of support to our young people tailored to their individual needs.

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## 1356 Indirect Beneficiaries

At Love Squared we are deeply committed to providing support not only to the young people directly accessing our services but also to the wider network of individuals indirectly impacted by our work. In the past year, we have supported 1356 indirect beneficiaries, including family members, teachers, social workers, and community members, whose lives have been positively influenced through our support and holistic approach.

When a young person experiences mental health challenges, the ripple effect on those around them can be significant. Parents and carers often face emotional strain and uncertainty and siblings may struggle to understand or cope with the changes in their family dynamic. By providing tailored support to our children and young people, we help create an environment of understanding, stability, and compassion that enables the young person and, indirectly, those around them to thrive.

### Family Support and Empowerment



Our work with families is a cornerstone of our holistic approach. Through regular communication, where we offer the family support, we empower parents and carers with the tools they need to support their children and a place to them to be heard, not just as parents or carers but as individuals. By giving them resources, practical strategies, and

emotional support, we help alleviate the stress and isolation that families often feel when navigating complex mental health needs. We offer acceptance and understanding, communicating in a non-judgemental and loving way to allow them to feel that our support is as much for the entire family as it is for the young person we are offering our direct support.

One example of this is our work with the family of a young person experiencing social isolation and fixation on particular online content. Through consistent dialogue and joint planning, we were able to address parental concerns, provide reassurance and introduce positive interventions that helped broaden the young person's perspective. This collaborative approach strengthened the family's confidence in managing challenging behaviours and reinforced their role as key partners in their child's care.

## Collaboration with Educational Settings



When we work with a young person on roll at a school we can help the school play a vital role in a young person's wellbeing, and our support has extended to teachers and school staff who work closely with the children we support. We provide guidance on creating inclusive, supportive learning environments and equip educators with strategies to manage behavioural challenges and promote positive mental health.

In one case, a college was able to incorporate positive role modelling and adjust their support approach based on our insights. This not only enhanced the young person's educational experience but also helped provide their teachers with the knowledge and confidence to address sensitive issues with empathy and understanding.

# Multi-Agency Working



Our commitment to multi-agency working ensures that all the professionals we work with remain aligned in their efforts to support vulnerable young people. Through regular multi-agency meetings and shared action plans, we facilitate clear communication and coordinated responses that prioritise the young person's best interests. This reinforces the importance of good multi-agency working and demonstrates the significant benefits this can bring to all the children and young people the professionals work with, improving the standard of care across the services.

For example, our engagement with Prevent in response to a young person's concerning online behaviour exemplifies this collaborative approach. By consulting with experts and leveraging community resources, we ensured that the response was informed, balanced, and rooted in safeguarding principles. This not only supported the young person's development but also reinforced protective factors for those around them. Successful outcomes like this, shared between professionals helps to demonstrate that creative support interventions can be implemented without placing unrealistic demands on already busy professionals.

# The Lasting Impact on Communities



The impact of our work extends far beyond the individual children and young people we support. By empowering families, equipping educators, and strengthening professional networks, we contribute to the development of more loving, resilient communities. Each indirect beneficiary plays a crucial role in the ecosystem of love and care, and their enhanced capacity to support young people's mental health creates a sustainable foundation for long-term wellbeing.

Our ongoing commitment to supporting indirect beneficiaries reflects our belief that collective effort leads to transformative change. By investing in the broader network of care, we ensure that every young person's journey toward improved mental health, reduced social isolation and increased ability to thrive in education is supported by a strong, informed, and compassionate community.

# Their voices

## What our families say about us and how that relates to our values



### Love

"Parents report the 'kids love it'. The children speak positively about sessions. School have noticed one of the children is visibly calmer since starting sessions. Parents have also commented on the change they've seen in their child. Another child said they feel able to open up with Lindy. School really appreciate that the young person gets a safe space to talk that's just for her."

"We drew animals with Miss Lindy. She was so kind and made me feel happy and calm. She listened to everyone"

"My child is happier and freer in herself. She's a lot more forthcoming with feelings. Her self esteem has gone up and she's a lot more confident in herself."

"Thanks so much for coming to that meeting and talking so clearly and reassuringly to [carer]. I just wanted to say how brilliant LoveSquared have been with regards to communication and dedication to finding the best fit practitioners for [Young Person] throughout this process. You really 'get it' with this case and I can tell that [Carer] is feeling confident about LoveSquared after experiencing some let down from other providers and schools. I think we all shared a feeling of positivity this morning and a new beginning for [Young person] and [Carer]."

"She seems like a different person. She never smiled much but now she has energy when

she talks. More confident, more chatty. Started saying yes. Self esteem and confidence has improved."

"What you do is so important, we have felt so supported by you through the whole time. You don't just focus on the young person, you focus on the whole family which is so needed. (young person)s siblings are now getting support and that is all down to Love Squared."

"Lottie [Glow Manager] has been brilliant and is a credit to Love Squared with her kindness, patience and pragmatic approach."

"You are all amazing and keep doing what you're doing!"

"The Love Squared team are so supportive that even if you don't believe in yourself and the impact you have, they'll help you to realise it."



## Imagination

"We learned about good change and bad changes that happen in your life. It helped to know what you can do to help yourself."

"The matching of [practitioners] to R's needs has been absolutely phenomenal"

"I'm immensely grateful and happy. Our mentor was a really special person. She helped me in many ways too and we had lots of good chats when my child didn't feel like going out. We're starting a whole new chapter as a family, one I'm excited to write. It feels like there are lots of baby steps in the right direction. I can see my children are able to be kids again, and have fun."

"It's a brilliant service. Service feels personal rather than institutional."

"It's worked well because of their similar interests. Our mentor is good at communicating with J. It's helped to know there's a little pocket of time where he's got someone to do something with."



## Nurture

"[Our mentor] taught my child patience and inadvertently taught me patience and to approach things with a cool, calm head. [Our mentor] was always available if I needed her and I found the whole experience relaxing."

"The group sessions with Miss Lindy have helped me because if you are worrying about something you know there could be a good thing about it. Even if it seems bad there might be a positive to it."

"She's got a twinkle back in her eye. The only thing my child had this year was this mentoring. Since the support started she's got more motivation, more get up and go. I'm so proud of her. She knows the world is hers again and I'm excited for her future."

"She's more open with me. It's given her an outlet so we can spend more quality time together. Our relationship has improved a lot."

"More awareness and consideration of others and how his actions impact other people."

"More self-confidence, less negative self-talk, positive discussions around self-harm, more open in discussing her worries or concerns rather than bottling them up, less expression of worry for Mum."





**Bravery**

"Your [practitioners] are really knocking down barriers - It's amazing"

"K has been feeling like she enjoys going out more and interacting with others. She thinks it has helped her in lots of ways which other people have commented on."

"You've been amazing. There have been moments where I've been angry or upset but you've always been helpful and supportive. I had total trust in our mentor. We've had lots of services coming in but our mentor felt like a human being coming in for actual positive reasons."

"C has been going out on her own more frequently. She was able to attend a pottery painting class at our last visit which she wasn't able to do at the start. She has been getting more involved in her own future by attending key social care and education meetings to promote her own interests."

# Workshops

Following the free workshops that we provided to some of our schools, we asked the primary aged children to write some words about how they felt...



At the therapeutic workshops, we might focus on different topics for example improving the children's resilience to deal with difficult things in their lives. These are some examples of how they felt at the end of the workshop.

"It helped people who have lost an animal, or a person. I lost my grandma and my dog, and it helped me feel better about people I lost. Turns out there are lots of people who have lost someone. It helped me to see that lots of people are dealing with the same kind of stuff."



# Case Study – B

The following case study, taken from our therapeutic mentoring work, demonstrates the importance of individually tailored long-term work. Mentoring is most effective when it is long-term as this enables the emotional bond between the mentor and mentee to build, which is a key component for a successful, impactful mentorship.

B had come over to England two years earlier, with his father, who he was very close to, and elder siblings. During Covid her father became ill, was eventually hospitalised and subsequently died, going into the hospital one day and not returning.

Whilst B's father was at home, B was very instrumental in his father's care during the weeks before his death, spoon feeding him and sleeping in the same bed, turning him over regularly at night and witnessing his father's decline. He described his father as "turning into a yellow skeleton" during this time.

After his father's death, B continued to live with his elder sister and his two elder brothers. His sister went out to work to try and keep the family financially afloat, and his brothers lived at home. But because of their own grief, and mental health issues, they found it difficult to care for B. B was left to get his own meals, do his own washing, put himself to bed and get himself to school.

B was becoming more and more withdrawn at school and was not engaging with any school work. He presented as depressed throughout the day, apart from when in the playground, when he regularly got into fights due to his escalating anger. He was having problems managing his emotions and often came into school late, tired, unfed and dirty, with holes in his shoes and clothes. His school became increasingly concerned and made a referral to social services.

It was at this point we began working with him, offering him weekly counselling sessions in school. At one point during the work undertaken by B and his counsellor, B revealed that there were rats in their house which regularly ran over him at night and he was terrified. We reported the safeguarding issue to the social worker and the family was relocated to a hotel while the situation was rectified.



*One of B's drawings of the rats that he reported running over him at night.*

The counsellor's aim was to be an empathic person who B could relate to and trust. She would help him work through his grief in an age appropriate way, work with him on his anger management, to keep him and others safe, and to integrate him back into the class environment in order to be less socially isolated and thrive academically. The aim was also to be consistently there for B, to help him with the expression of his feelings and to alleviate some of the psychic pain that he was in, to show kindness and compassion, and to help him to rebuild his life.

We worked with B on many levels. Because of his age and the trauma he had experienced it was important not to rush any grief work, but to work in a humanistic child led manner. His counsellor respected his timing on this, in a manner that would help him express his feelings but not overwhelm him or further traumatise him. For the first year the counsellor and S explored a lot of his feelings through the creative arts, using imagination artwork, drawing, painting, clay modelling, puppetry and role play to help him safely access and express more traumatic memories and difficult feelings and emotions.

An example of this was when B wanted to "find dad." He still spoke of his father in the present tense at this stage, and told his therapeutic mentor that he was at the top of a magic mountain, and that the only way to see him again was to climb the mountain. The problem was that going up the mountain was dangerous but at the top of the mountain would be his dad would with his arms open waiting to give B a hug.

*B's drawings that helped him express his feelings when he couldn't do this verbally.*



For many months on a weekly basis they painted images of the above, they built characters from clay and painted them, they gave them names and voices, they spoke as the characters, and they dealt with any obstacles in their way together. This enabled B to work through his grief in an age appropriate and safe way, dealing with as much as he could at this time. He expressed fear, anger, confusion, sadness, many of the grief emotions that were impinging on and taking over his daily life, and he managed with bravery to move through them, and out the other side to a place where he didn't repress his feelings any more, but expressed them.

Through their work together B started to believe and hope again. He did as much grief work as was possible at this time, and his grief work will probably be something that he revisits as the years go on. He was able to mourn his father and to talk about him in the past tense. He was able to remember many happy times with his father that before had been forgotten, shrouded behind his traumatic memories.

He began to present himself in his enthusiastic interactions with others, and in his self care. The work ended after 3 years at the end of the summer term before he went to Secondary school. Preparatory work for this was done and we are confident that he will continue to thrive and make connections with new peers at his new school.

# Safeguarding Case Study 1

We had been working closely with a young person with a history of self-harm, who had been receiving support from CAMHS for several years. As part of our involvement, we provided a long-term therapeutic mentoring and academic tuition package within the family home, helping the young person access education in a way that was meaningful to them, removing barriers and allowing them to thrive while learning. Recognising the importance of expanding their social network and furthering their education, we worked with the young person to build their self-confidence, gain functional skills qualifications, and complete a diploma in a vocational subject that they wanted to build a career around. This helped them gain admission to college, marking a significant step forward after several years out of an education setting.

We spent time during the summer holiday doing travel training with the young person and visiting new places in the community to prepare them for their first day. Their first day of term was however filled with several challenges, with the taxi company transporting them behaving in a way that heightened their anxiety and uncertainty about whether their assistance dog was allowed on campus. On the second day on campus, the young person saw police officers on site, triggering their PTSD, leading them to engage in self-harm in a college bathroom using blades they were carrying in their bag. As a result, they had to be taken to a clinic for stitches and were suspended due to carrying 'weapons' on campus.

In response to this, the college scheduled an emergency review of the young person's EHCP and arranged a Fitness to Study meeting. To support the young person and their parent, our practitioner who had worked with the young person for several years attended the meeting alongside one of our case managers. Professionals from CAMHS and the college's Wellbeing and Safeguarding team were also present. During this meeting, the parent explained that the young person's response to seeing the police on site was rooted in past traumatic experiences, particularly incidents from their time as an in-patient in a medium-secure hospital unit where they had been tasered by police on several occasions.

Due to our strong relationship with the young person, we played a key role in developing a safety plan with other professionals, ensuring that the young person could continue attending college with appropriate support. Due to our long-standing relationship with the family, we were able to suggest techniques that we knew had previously helped the

young person when they were in crisis. This included techniques such as asking for help using alternative methods of communication, assigning them a key adult within campus who they could go to for support and ensuring that they knew there was a quiet space available in case they became overwhelmed. During this process, the young person was able to share that they had not been aware that blades were considered 'weapons' in the college's policy, as for them they were a coping mechanism. As a part of the safety plan, our practitioner completed some training on the college's policies so that she could explain them to the young person during their sessions.

Through our multi-agency approach, we were able to co-create a trauma-informed plan that considered the young person's needs while also ensuring they felt involved and empowered in the decision-making process. By fostering a sense of ownership over the support measures being put in place, we helped to establish a safer and more reassuring environment for them to continue learning.

Transitioning back into college following this required ongoing communication between us, college, mental health services and the family. Through weekly reporting, concerns were promptly addressed, and together we were able to build a bespoke timetable for the young person. This allowed them flexibility, starting with two days a week at college complemented by mentoring by Love Squared outside of those days. This gradual buildup towards full-time hours worked well and ensured the young person did not feel overwhelmed.

Our mentoring support focused on developing coping mechanisms to manage their anxiety and PTSD symptoms. With the help of mental health professionals, we worked with the young person on grounding techniques and helped them introduce a healthy routine into their daily life. This empowered them feel more in control of their wellbeing, and fostered resilience within. Through working closely with the whole family, we were able to provide them with resources and strategies to ensure the home environment remained stable and nurturing.

Another crucial aspect of our support was ensuring that the young person had reliable transportation that would not contribute to their anxiety. The taxi service was liaised with, providing them with guidance on how best to support passengers with additional needs. During our sessions, we also helped build up the young person's confidence, and they were able to pass their driving test on the second try, allowing them the independence to drive to and from college by themselves.

Over time, we saw small but meaningful progress. The young person began attending more classes, engaging with peers, and demonstrating an increased level of trust in the professionals supporting them. While setbacks still occurred, they were met with a coordinated response from the support network, ensuring that each challenge was addressed in a constructive manner rather than becoming a barrier to their education.

This case highlights the complexities of supporting young people impacted by mental health, particularly during significant transitions. It emphasises the importance of multi-agency collaboration, proactive planning, and a trauma-informed approach to ensure that our young people receive the care and support they need to thrive in their educational journey. By remaining loving, adaptable, and focused on the young person's individual needs, we were able to support them in reclaiming their sense of stability and confidence in an academic setting, making them feel seen, heard and nurtured.

## **Safeguarding Case Study 2**

We had been providing long term mentoring services to one of our young people who is autistic, socially isolated and spends lots of time online. Over a number of years, they have built up a strong and trusting relationship with their Love Squared practitioner based around sharing interests and their practitioner being a consistent and loving presence in their life. This has resulted in them having really positive mentoring sessions and being able to engage more and more in their sessions. They were also receiving education in a specialist setting alongside our mentoring and were open to social care.

We received the following safeguarding concern from their practitioner as they were worried about the young person becoming very fixed in their view around the UK and religion:

*"[Young person] has been watching a lot of anti-religion YouTube videos and wanted to discuss this at length today. We explored why they are so interested in this and how they feel about it, but they're mainly focused on convincing me to share their beliefs. They also mentioned that they haven't attended education sessions yesterday and today because they've been staying up all night watching these videos, leaving them exhausted."*



*We discussed the possibility of visiting a synagogue or Buddhist temple in Bristol, which they seemed open to.*

*I'll continue to try and shift their focus to other things during our sessions and perhaps channel their interest into something positive, as I'm not sure how helpful it is for them to dwell on this topic so much."*

The Case Manager discussed this with the family, who explained it was a cycle the young person did sometimes go through, and they expected it to wind down eventually. However they were happy for the Case Manager to research options of support for the young person to gently challenge any concerning views to try to help the young person widen their perspective.

The Case manager notified the Social Worker who advised using the Autism Support Service for support if needed, however the family were already aware of this service. We also brought this up at the next multi-agency meeting as a discussion point to ensure all professionals involved were aware of our concerns and options for interventions could be shared. Following this and the lead that we had taken, the education setting were able to incorporate positive role modelling into their support.

We contacted Prevent due to the subject matter and the potential for radicalisation and followed the Prevent pathway, speaking to an officer who felt we were dealing with the concern in the correct way by gently supporting the young person to consider other views. We discussed the protective factors of positive relationships within the family, mentoring and education and that we weren't concerned with the young person leaving home to meet up with others due to their preference for being home and anxiety around social spaces.

The prevent officer wondered if some religious education would help, using the expertise of people in the community, and so our Case Manager looked into this.

The Case Manager made links with a local church they knew was a safe and welcoming place and introduced one of the ministers to the practitioner. They were able to arrange

for the young person to meet the minister, with support from the practitioner, and have a healthy debate.

The young person enjoyed debating with the minister and is keen for more opportunities with different religious leaders, which we are looking into for them. They feel much more open to other views and are interested in learning about them. They continue to trust the practitioner and are able to open up and be honest without worrying about how the practitioner will react.

The success of this case study comes from the excellent relationship between the practitioner and the young person, the practitioner knew how the young person reacted and the best way to work with them to help them consider other views. The practitioner was able to work in a way that meant the young person, who could be quite sensitive to people challenging them, would not shut down or become upset or aggravated.

It was also really helpful to be able to liaise with Prevent, along with the agencies involved with the young person, to ensure a joined up approach that was in line with current guidance and to have organisations lend us their expertise to offer the best support possible to our young person.

# Our voices

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We have asked our practitioners and volunteers to reflect on their past year and share some of their experiences\*

## Volunteer 1

When I first started working with Olivia, she was overwhelmed. A high-achieving college student, she felt immense pressure to perform in her A-levels. On top of that, she was struggling with dissatisfaction in her relationship and questioning her identity, leaving her emotionally drained and unsure of herself. From the very beginning, Olivia was open about these challenges. She felt lost in her relationship but couldn't pinpoint why. She was also disconnected from her sense of self, unsure of what made her happy, or who she wanted to be. The weight of it all was taking a toll on her, both mentally and emotionally.

Over the course of six months, we worked together to focus on her self-worth, her identity, and what truly brought her joy. We discussed her academic stress and ways to manage the pressure, but more importantly, we explored the deeper issues in her life. One of the most profound moments in our work came when Olivia came out to me. I was the first person she told, and it was an incredible turning point. I felt honoured, and it was clear that this was a pivotal moment in her embracing her true self. As we neared the end of our time together, Olivia had not only achieved her A-level goals but had also made significant personal strides. She felt proud of her progress and excited about the future. She understood that her mental health was more important than constantly worrying about how others saw her. In the end, witnessing Olivia's transformation was incredibly rewarding. She went from feeling lost and overwhelmed to confident, self-assured, and excited about the future. I'm truly proud of the progress she made, and it was a privilege to be part of her journey.

## Volunteer 2

I spent about nine months, on and off, speaking with a young person who wasn't in school at the time. Our conversations would often centre around her life—she'd share stories about attending concerts, traveling abroad, and her jewellery making projects. I'd be lying if I said I didn't feel a little envious of her adventures!

For a while, I wasn't sure if she was getting much out of our conversations. It seemed like she was simply sharing updates, and I questioned whether I was providing the support she needed. However, in our final session, she told me how much she loved talking to me. She admitted that she often felt people didn't really listen to her, but over time she'd developed closer friendships and found people who genuinely cared about what she had to say.

## Volunteer 3

When I found out that Love Squared were going to be the charity partner for Bristol's International Balloon Fiesta I was so excited to be able to volunteer my time! Prior to the event I was included in planning meetings and discussions around all the amazing activities that they were thinking about, which made me feel like a really valued member of the team and that my ideas were important.



Before the weekend of the fiesta we were all given lots of training about all the different services Love Squared provides and how it makes a huge difference in the lives of the children it helps. The actual weekend of the fiesta was one of the hottest Augusts in years but everyone from Love Squared was so welcoming and happy that I quickly felt part of the team and we all pulled together. I got to talk to parents and children and show off all the work Love Squared do as well as having fun and getting involved in everything. The day was hard work but so rewarding and I can't be any more positive about Love Squared. Some of the team from the office had been there all weekend and still managed to keep going with huge smiles on their faces!

Love Squared is amazing and every child should get to experience the love that you show in everything you do. Thank you for including me in your weekend!

# Improvements we can make...

All feedback is important to us, and we don't always get things right.

Feedback from one of our young people at the end of their Drop the Pressure support...

***"I wish I could move on to another support program and stay with Love Squared. I feel I am losing the one thing that has been there to help me and now there is nothing to replace that help. I have to wait a whole year before I can apply for a mentor.***

***That is devastating for me. I hope I won't need support in a year but if I do I will apply with Love Squared. My mum says you are the most understanding and organised support provision she has dealt with.***

***Thank you so much to the whole team at Love Squared especially to Eve and Joe who sorted everything out."***

Following on from this feedback we have reinstated and reaffirmed our commitment to long term support for our young people. We will still continue to assess need at regular intervals but, if ending a placement, will ensure that the young people is fully involved in the transition and has adequate time to process any ending. Bespoke, carefully case managed, long term support is in short supply and from our therapeutic online groups, Drop the Pressure, primary school therapeutic workshops, therapeutic mentoring and to our volunteer mentoring we need to make sure that our young people can have access to all these services and are able to move between them as and when needed and for as long as needed.



## Our Partners

We continued to work with our valued community partners across Bristol, who helped us provide important in-person groups for our young people, especially in the holidays.

We hosted some of our therapeutic groups in a community garden space, called 'The Garden' where our children were able to get access to greenspace and therefore lessening green space deprivation in our community. We also teamed up with Alive, who have elderly residential homes, to run inter-generational gardening workshops

We provided cooking workshops, free of charge, to our children and young people with the CoExist community kitchen in Easton, Bristol. These workshops were a chance for our young people to gain access to valuable life skills whilst also socialising with their peers.

Local schools were also great partners of ours, as we provided mentoring and therapeutic group workshops in 3 schools during the year as part of our Glow program.







We were also proud to partner with world famous **Bristol International Balloon Fiesta** to be the official charity partners in 2024.

Over a very warm weekend in August, our amazing team of 20 volunteers were able to spread the word about our work.

We hosted Origami and craft workshops, and raised ~£3000 through fundraising activities like our Teddy Tombola, make your own Fiesta postcard and sale of some beautiful Origami balloons kindly donated by Torigami.





Our supporters continued to play a huge part over the year and we would like to thank each and every one of them. We were fortunate enough to receive grants from the following organisations during the financial year:



These were pivotal in ensuring that we reached 432 children and young people through our range of services, making a significant difference in the lives of the children and families we support.





## Financial review

The financial statements show income of £819,260, a 2.97% increase on the previous year (2023: £795,624). This income comprised £1,001 from other income, such as advertising boards (2023: £1,200), £28,398 from grants and donations (2023: £25,927) and £789,786 for the provision of our specialist education and wellbeing packages from Local Authorities, Schools and the NHS (2023: £768,497).

In total, funding bids have contributed £28,398 in the year compared to £25,927 in 2023, enabling us to set up a number of new projects and increase the support we can offer to children and young people with unattached funding.

Total expenditure was £875,896, up from £687,249 in 2023, primarily due to increased staffing costs (£306,668, vs £216,310 in 2023). These increased costs were not matched by increased income, leading to a loss of £56,636 for the year.

Debtors have increased overall from £49,377 in 2023 to £65,783 in 2024. Trade debtors have increased (2023: £46,932 to 2024: £57,778), in part due to the length of time it takes the various Local Authorities to pay invoices.

## Reserves

The Board continued to work in line with the reserves policy in order to maintain the stability of the charity. Reserves covered all core costs of the organisation, to include but not be limited to, rent, salaries of core team, utilities as well as the costs of our Glow projects for between 3 and 6 months.

Reserves were kept by the charity for the following reasons: To have money set aside to cover events or situations that may happen (contingencies and risks), meet future needs that will bring sustainability to the charity, meet fluctuations in receipts and payments, and to allow a period of time to support service users through any transition and to source alternative funding streams if it became necessary.

The level of reserves held by the charity was based on operating costs, and was reviewed by the Board as services changed in response to income generation. This figure was also reviewed by the finance and operations lead on a quarterly basis and/or if there was significant changes to business circumstances.

At the start of this financial year that equated to requiring a fund of between £74k and £149k with the reserves on 1st September 2023 being £209,008. The fixed costs of running the charity increased during the year due to an increase in staffing costs and rent, and 3 to 6 months reserves required equated to £99k to £198k by the end of financial year (31/08/24).

At the end of the year (31/08/2024) the total reserves decreased to £151,059 (total funds minus fixed assets, restricted funds and creditors falling due within, and over, one year).

## Looking Ahead

In 2024-25 Love Squared has entered a phase of consolidation: developing leadership and staff stability, consolidating our core Outreach and Glow services, ensuring financial efficiency, and improving organisational resilience.

In the coming year, we plan to review and revise our operational model to ensure financial efficiency and sustainability. We continue to focus on scaling our contracted Outreach services, expanding our pool of practitioners, working with more local authorities and commissioning bodies, and growing our capacity to accept referrals.

At the same time we will expand our voluntary-funded Glow services, maximising the capacity of our current team. Finally, we will complete a strategic review, putting in place a clear strategy that provides a foundation for effective income generation, paves the way for a growth in services, and creates space for campaigning and advocacy work.

## Love Squared Limited

### Trustees' Report

For the Year Ended 31 August 2024

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#### Statement of Trustees' Responsibilities


The trustees (who are directors of Love Squared Limited for the purposes of company law) are responsible for preparing the Trustees' Annual Report (incorporating the Directors' Report) and the financial statements in accordance with applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and the income and expenditure of the charitable company for that period. In preparing these financial statements, the trustees are required to:

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

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities and are responsible for the maintenance and integrity of the corporate and financial information on the charity's website.

Signed by order of the trustees on ..... **28/05/2025** .....



.....  
S Hopkins

Chair of Trustees

## Love Squared Limited

Independent Examiners' Report to the Trustees  
For the Year Ended 31 August 2024

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### Independent examiners report to the Trustees of Love Squared Limited

I report to the charity trustees on my examination of the accounts of Love Squared Limited ("the Company") for the year ended 31 August 2024.

### Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ("the 2006 Act").

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ("the 2011 Act"). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

### Independent examiner's statement

Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

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

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not comply with these records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act 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; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

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.



.....  
Michelle Ferris BSc (Hons) FCA DChA

Date: 29 May 2025

Albert Goodman LLP  
Chartered Accountants  
Goodwood House  
Blackbrook Park Avenue  
Taunton  
Somerset  
TA1 2PX

**Love Squared Limited**

## Statement of Financial Activities (including Income and Expenditure account)

For the Year Ended 31 August 2024

				2024			2023
	Notes	Unres- tricted £	Re- stricted £	Total £	Unres- tricted £	Re- stricted £	Total £
<b>Income</b>							
Donations	2	5,848	22,550	28,398	6,693	19,234	25,927
Charitable activities	3	789,786	-	789,786	768,497	-	768,497
Investment income		75	-	75	-	-	-
Other income		1,001	-	1,001	1,200	-	1,200
<b>Total income</b>		<b>796,710</b>	<b>22,550</b>	<b>819,260</b>	<b>776,390</b>	<b>19,234</b>	<b>795,624</b>
Expenditure on charitable activities	4	854,659	21,237	875,896	648,723	38,526	687,249
<b>Total expenditure</b>		<b>854,659</b>	<b>21,237</b>	<b>875,896</b>	<b>648,723</b>	<b>38,526</b>	<b>687,249</b>
<b>Net income / (expenditure) for the year before transfers</b>		<b>(57,949)</b>	<b>1,313</b>	<b>(56,636)</b>	<b>127,667</b>	<b>(19,292)</b>	<b>108,375</b>
Transfers		-	-	-	-	-	-
<b>Net movement in funds</b>		<b>(57,949)</b>	<b>1,313</b>	<b>(56,636)</b>	<b>127,667</b>	<b>(19,292)</b>	<b>108,375</b>
<b>Reconciliation of funds</b>							
Total funds brought forward		209,008	6,027	215,035	81,341	25,319	106,660
<b>Total funds carried forward</b>		<b>151,059</b>	<b>7,340</b>	<b>158,399</b>	<b>209,008</b>	<b>6,027</b>	<b>215,035</b>

The results for the year derive from continuing activities and there are no gains or losses other than those shown above.

The statement of financial activities incorporates the income and expenditure account.

**Love Squared Limited – Company Number: 08977922****Balance Sheet**

As at 31 August 2024

	Notes	2024 £	2023 £
<b>Fixed assets</b>			
Tangible fixed assets	7	25,963	21,813
Intangible fixed assets	8	2,682	8,919
		<u>28,645</u>	<u>30,732</u>
<b>Current assets</b>			
Stock		790	419
Debtors	9	65,783	49,377
Cash at bank and in hand		138,389	237,819
		<u>204,962</u>	<u>287,615</u>
<b>Creditors</b>			
Amounts falling due within one year	10	(44,982)	(47,020)
		<u>159,980</u>	<u>240,595</u>
<b>Net current assets</b>			
<b>Creditors</b>			
Amounts falling due after more than one year	10	(30,226)	(56,292)
		<u>158,399</u>	<u>215,035</u>
<b>Net assets</b>			
<b>Funds</b>			
Unrestricted funds	11	151,059	209,008
Restricted funds	11	7,340	6,027
		<u>158,399</u>	<u>215,035</u>
<b>Total charity funds</b>			
		<u>158,399</u>	<u>215,035</u>

These accounts have been prepared and delivered in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006 and the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

For the year ending 31 August 2024 the company was entitled to exemption under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006. The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

Approved by the Board for issue on 28/05/2025 and signed on its behalf by:



S Hopkins  
Chair of Trustees



V Butcher  
Trustee

**Love Squared Limited**  
Statement of Cash Flow  
For the Year Ended 31 August 2024

		2024 £	2023 £
	<b>Notes</b>		
<b>Cash flows from operating activities</b>			
Net movements in funds for the year		(56,636)	108,375
Adjustments to cash flows from non-cash items:			
Depreciation and amortisation	7/8	11,031	9,211
Profit/Loss on sale of asset		136	-
		<u>(45,469)</u>	<u>117,586</u>
<b>Working capital adjustments:</b>			
Decrease / (increase) in stock		(371)	420
Decrease / (increase) in debtors	9	(16,406)	(9,641)
(Decrease) / increase in creditors	10	(3,674)	(2,002)
		<u>(65,920)</u>	<u>106,363</u>
<b>Cash flows from investing activities</b>			
Purchase of fixed assets	7	(9,080)	(10,057)
		<u>(9,080)</u>	<u>(10,057)</u>
<b>Cash flows from financing activities</b>			
Repayment of borrowing		(24,431)	(15,430)
		<u>(24,431)</u>	<u>(15,430)</u>
<b>Net increase / (decrease) in cash and cash equivalents</b>		<u>(99,430)</u>	<u>80,875</u>
Cash and cash equivalents at the beginning of the reporting period		237,819	156,944
<b>Cash and cash equivalents at the end of the reporting period</b>		<u>138,389</u>	<u>237,819</u>
<b>Cash &amp; Cash equivalents reconciliation:</b>			
Cash at bank & in hand		138,389	237,819
<b>Total cash &amp; cash equivalents at the end of the reporting period</b>		<u>138,389</u>	<u>237,819</u>

## **1 Accounting policies**

### **1.1 General information and basis of accounting**

Love Squared Limited is a company limited by guarantee incorporated in the United Kingdom under the Companies Act. Each member of the charity undertakes to contribute an amount not exceeding £1 to the charity's assets if it should be wound up while they are a member or within one year after they cease to be a member. The address of the registered office is given on page 1. The nature of the charity's operations and its principal activities are set out in the Trustees Report on pages 2-8.

The financial statements have been prepared on the historical cost basis and in accordance with the accounting and reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)- (Charities SORP (FRS 102)) and the Companies Act 2006.

The charity meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

### **1.2 Going concern**

The trustees assess whether the use of going concern is appropriate i.e. whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the company to continue as a going concern. The trustees make this assessment in respect of a period of at least one year from the date of authorisation for issue of the financial statements and have concluded that the charity has adequate resources to continue in operational existence for the foreseeable future and there are no material uncertainties about the charity's ability to continue as a going concern, thus they continue to adopt the going concern basis of accounting in preparing the financial statements.

### **1.3 Income**

Income from donations is recognised in the accounts when receivable and the amount can be reliably measured.

Income from grants and government grants is accounted for when unconditionally due and reasonable assurance can be gained that it will be received.

Income from charitable activities is recognised when either unconditionally due or when the service is completed depending on the nature of funding. Where funds are received in advance, for a specified period, these funds are deferred and recognised in the period to which they relate.

Income from investments is recognised in the accounts when receivable.

### **1.4 Expenditure**

Expenditure is accounted for on the accruals basis. Liabilities are recognised in the accounting period to which they relate.

### **1.5 Tangible fixed assets**

Tangible fixed assets are valued at cost less depreciation. No assets are capitalised under £100. Depreciation is calculated to write off the cost or valuation of fixed assets over their estimated useful lives at the following rate:

Computer Equipment	- 20% straight line
Fixtures & Fittings	- 20% straight line
Leasehold Improvements	- straight line over term of the lease

## Love Squared Limited

### Notes to the Financial Statements

For the Year Ended 31 August 2024

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#### 1.6 Intangible fixed assets

Intangible assets costing £1,000 or more are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably. Intangible assets are initially recorded at cost and are subsequently measured at cost net of amortisation and any provision for impairment.

Amortisation is provided on intangible fixed assets at rates calculated to write off the cost of each asset on a straight-line basis over its expected useful life, as follows:

Website design & content -straight line over 3 years

#### 1.7 Stocks

Stocks are valued at the cost and net realisable value, after making due allowance for obsolete and slow-moving items. Stock is accounted for on a FIFO basis.

#### 1.8 Debtors

Trade debtors, other debtors and accrued income are recognised at the settlement amount due and prepayments are valued at the amount prepaid.

#### 1.9 Cash at bank and in hand

Cash at bank and in hand comprise cash on hand and call deposits that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

#### 1.10 Creditors

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors are recognised at their settlement amount. Where grants are received in advance, for a specified period, these funds are deferred and recognised in the period to which they relate.

#### 1.11 Taxation

The company is a registered charity and is therefore not liable to corporation tax to the extent that income and gains are applied for charitable purposes.

#### 1.12 Fund accounting

General funds are unrestricted funds receivable or generated for the objects of the company without further specified purpose and are available as general funds.

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets this criterion is charged to the fund, together with a fair allocation of management and support costs.



## Love Squared Limited

Notes to the Financial Statements  
For the Year Ended 31 August 2024

### 1.13 Financial instruments

The charity only holds basic financial instruments as defined in FRS 102. The financial assets and liabilities of the charity and their measurements are as follows:

Financial assets – trade and other debtors are basic financial instruments and are debt instruments measured at amortised cost. Prepayments are not financial instruments.

Cash at bank – is classified as a basic financial instrument and is measured at face value.

Financial liabilities – trade creditors, accruals and other creditors are financial instruments, and are measured at amortised cost. Taxation and social security are not included in the financial instruments disclosure definition. Deferred income is not deemed to be a financial liability, as the cash settlement has already taken place and there is an obligation to deliver services rather than cash or another financial instrument.

## 2 Donations (including grants)

	Unres- tricted £	Res- tricted £	Total 2024 £	Unres- tricted £	Res- tricted £	Total 2023 £
Grants	-	22,550	22,550	3,902	19,234	23,136
Donations	5,848	-	5,848	2,791	-	2,791
	<u>5,848</u>	<u>22,550</u>	<u>28,398</u>	<u>6,693</u>	<u>19,234</u>	<u>25,927</u>

## 3 Income from charitable activities

	Unres- tricted £	Res- tricted £	Total 2024 £	Unres- tricted £	Res- tricted £	Total 2023 £
Outreach - One to One	783,736	-	783,736	734,348	-	734,348
Onsite - Café	-	-	-	50	-	50
Contracted Project - Bristol Scholars	6,050	-	6,050	34,100	-	34,100
	<u>789,786</u>	<u>-</u>	<u>789,786</u>	<u>768,497</u>	<u>-</u>	<u>768,497</u>

**Love Squared Limited**

Notes to the Financial Statements  
For the Year Ended 31 August 2024

**4 Direct charitable expenditure**

	Unres- tricted £	Res- tricted £	Total 2024 £	Unres- tricted £	Res- tricted £	Total 2023 £
Direct costs	444,659	15,921	460,580	405,319	4,162	409,481
Employment costs	302,832	3,836	306,668	183,426	32,884	216,310
Other costs	107,168	1,480	108,648	59,978	1,480	61,458
	<b>854,659</b>	<b>21,237</b>	<b>875,896</b>	<b>648,723</b>	<b>38,526</b>	<b>687,249</b>
<b>Included in other costs:</b>	<b>Unres- tricted £</b>	<b>Res- tricted £</b>	<b>Total 2024 £</b>	<b>Unres- tricted £</b>	<b>Res- tricted £</b>	<b>Total 2023 £</b>
<u>Premises expenses</u>						
Rent & rates	23,488	-	23,488	14,552	-	14,552
Light & heat	2,661	1,240	3,901	1,066	1,000	2,066
Repairs & maintenance	8,003	-	8,003	3,196	-	3,196
Cleaning	2,493	-	2,493	992	-	992
<u>General administrative expenses</u>						
IT software	2,856	-	2,856	2,711	-	2,711
Insurance	4,135	-	4,135	3,343	-	3,343
Printing, postage & stationery	656	-	656	160	-	160
Advertising & marketing	3,937	-	3,937	1,694	-	1,694
Telephone & internet	7,534	240	7,774	4,956	480	5,436
Travel and subsistence	409	-	409	538	-	538
Accountancy fees	6,246	-	6,246	6,646	-	6,646
Legal fees	20,065	-	20,065	1,800	-	1,800
Consultancy fees	3,240	-	3,240	-	-	-
Board expenses	69	-	69	282	-	282
Subscriptions	1,093	-	1,093	670	-	670
Bank charges	385	-	385	425	-	425
Bad debts written off	2,475	-	2,475	990	-	990
Other office costs	1,021	-	1,021	671	-	671
Depreciation & amortisation	11,031	-	11,031	9,210	-	9,210
Other interest payable	3,873	-	3,873	5,542	-	5,542
Other interest costs	1,498	-	1,498	533	-	533
	<b>107,168</b>	<b>1,480</b>	<b>108,648</b>	<b>59,978</b>	<b>1,480</b>	<b>61,458</b>

## Love Squared Limited

Notes to the Financial Statements  
For the Year Ended 31 August 2024

### 5 Wages and salaries

	2024 £	2023 £
Wages and salaries	269,012	195,572
Employers NI	19,756	12,616
Pension	6,087	4,344
Staff training and recruitment	11,813	3,778
	<u>306,668</u>	<u>216,310</u>

No individual employee was paid over £60,000 (2023: none)

The average number of employees for the year was 11 (2023: 9).

### Defined contribution pension scheme

The charity operates a defined contribution pension scheme. The pension cost charge for the period represents contributions payable by the charity to the scheme and amounted to £6,087 (2023: £4,344).

Contributions totalling £1,380 (2023: £1,134) were payable to the scheme at the end of the year and are included in creditors.

### Key management personnel

The key management personnel of the charity are considered to be the Chief Executive Officer, the Charity Development Office, the Operations and Finance Lead, the Case Manager and the Project Support Manager. The total cost to the charity of employee benefits for key management personnel was £92,706 (2023: £92,879).

### Trustee directors

During the year, one trustee claimed travel expenses totalling £14 (2023: One trustee - £107).

### 6 Net incoming resources before transfers

	2024 £	2023 £
This is stated after charging:		
Depreciation and amortisation	11,031	9,210
Other accountancy services	3,240	3,300
Independent Examiners fees	1,260	1,200
	<u></u>	<u></u>

**Love Squared Limited**

Notes to the Financial Statements  
For the Year Ended 31 August 2024

**7 Tangible assets**

	<b>Computer Equipment £</b>	<b>Fixtures &amp; Fittings £</b>	<b>Leasehold Improvements £</b>	<b>Total £</b>
<b>Cost</b>				
As at 31.08.2023	10,628	1,495	21,122	33,245
Additions	9,080	-	-	9,080
Disposals	(1,475)	(710)	-	(2,185)
As at 31.08.2024	18,233	785	21,122	40,140
<b>Depreciation</b>				
As at 31.08.2023	5,958	866	4,609	11,433
Charge for year	2,919	299	1,576	4,794
Eliminated on disposal	(1,438)	(611)	-	(2,049)
As at 31.08.2024	7,439	554	6,185	14,178
<b>Net book value</b>				
As at 31.08.2024	10,794	231	14,937	25,963
As at 31.08.2023	4,670	629	16,513	21,813

**Love Squared Limited**

Notes to the Financial Statements  
For the Year Ended 31 August 2024

**8 Intangible Assets**

	Intangibles £	Total £
<b>Cost</b>		
As at 31.08.2023	21,924	21,924
Additions	-	-
	<hr/>	<hr/>
As at 31.08.2024	21,924	21,924
	<hr/>	<hr/>
<b>Amortisation</b>		
As at 31.08.2023	13,005	13,005
Charge for the year	6,237	6,237
	<hr/>	<hr/>
As at 31.08.2024	19,242	19,242
	<hr/>	<hr/>
<b>Net book value</b>		
As at 31.08.2024	2,682	2,682
	<hr/> <hr/>	<hr/> <hr/>
As at 31.08.2023	8,919	8,919
	<hr/> <hr/>	<hr/> <hr/>

**9 Debtors**

	2024 £	2023 £
Trade debtors	57,778	46,932
Prepayments	3,005	1,630
Other debtors	5,000	815
	<hr/>	<hr/>
	65,783	49,377
	<hr/> <hr/>	<hr/> <hr/>

**Love Squared Limited**

Notes to the Financial Statements  
For the Year Ended 31 August 2024

**10 Creditors- amounts due in less than one year**

	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
Trade creditors	6,484	5,893
Social security & other taxes	5,408	5,261
Accruals & deferred income	5,643	10,301
Other creditors	1,380	1,134
Loan note	26,067	24,431
	<u>44,982</u>	<u>47,020</u>

**Creditors- amounts due in more than one year**

	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
Loan note	35,139	59,570
Other creditors	21,154	21,154
	<u>56,293</u>	<u>80,723</u>
Total amount due	56,293	80,723
Less due in < 1 year	(26,067)	(24,431)
	<u>30,226</u>	<u>56,292</u>
Due 1-2 years	22,316	24,431
Due 2-5 years	7,910	31,861
	<u>30,226</u>	<u>56,292</u>

The loan note relates to loan from WCS Nominees Limited with a total balance of £35,139 owing at 31 August 2024, and is due to be repaid in monthly instalments until December 2025. Interest is charged at a fixed rate of 4.5% per annum. The loan is unsecured.

The other creditor relates to a loan from an employee with a total balance of £21,154 owing at 31 August 2024, and is due for repayment in monthly instalments commencing January 2026 and ceasing in December 2026. Interest is charged at a fixed rate of 4% per annum (commencing January 2023). The loan is unsecured.

**Love Squared Limited**

Notes to the Financial Statements  
For the Year Ended 31 August 2024

**11 Statement of Funds**

	<b>Balance</b> <b>01.09.2023</b> £	<b>Income</b> £	<b>Expend- iture</b> £	<b>Transfers</b> £	<b>Balance</b> <b>31.08.2024</b> £
<b>Restricted funds</b>					
Quartet Social Action Small Grants	240	-	(240)	-	-
Garfield Weston Foundation	3,336	-	(3,336)	-	-
Quartet Express Grant	1,240	-	(1,240)	-	-
Warburtons Community Fund	211	-	(211)	-	-
Bristol Water	500	-	(500)	-	-
Bclear	500	-	(200)	-	300
Nisbet Trust	-	10,000	(6,506)	-	3,494
Lottery Fund	-	6,950	(6,950)	-	-
Charles Lewis Foundation	-	600	(200)	-	400
Quartet Express Grant	-	5,000	(1,854)	-	3,146
<b>Total restricted funds</b>	<b>6,027</b>	<b>22,550</b>	<b>(21,237)</b>	<b>-</b>	<b>7,340</b>
<b>Unrestricted funds</b>					
General	209,008	796,710	(854,659)	-	151,059
<b>Total Funds</b>	<b>215,035</b>	<b>819,260</b>	<b>(875,896)</b>	<b>-</b>	<b>158,399</b>

## Love Squared Limited

Notes to the Financial Statements  
For the Year Ended 31 August 2024

### Statement of Funds - prior year

	Balance 01.09.2022 £	Income £	Expend- iture £	Transfers £	Balance 31.08.2023 £
<b>Restricted funds</b>					
Children in Need - Year 3	5,002	-	(5,002)	-	-
Social Enterprise Support Fund	8,377	-	(8,377)	-	-
Quartet Community Foundation	4,095	-	(4,095)	-	-
Quartet Express Fund	1,000	-	(1,000)	-	-
WeSport Together Fund	6,845	-	(6,845)	-	-
Nisbet Trust	-	2,774	(2,774)	-	-
Children in Need	-	500	(500)	-	-
Quartet Social Action Small Grants	-	720	(480)	-	240
Garfield Weston Foundation	-	10,000	(6,664)	-	3,336
Quartet Express Grant	-	3,840	(2,600)	-	1,240
Warburtons Community Fund	-	400	(189)	-	211
Bristol Water	-	500	-	-	500
Bclear	-	500	-	-	500
<b>Total restricted funds</b>	<b>25,319</b>	<b>19,234</b>	<b>(38,526)</b>	<b>-</b>	<b>6,027</b>
<b>Unrestricted funds</b>					
General	81,341	776,390	(648,723)	-	209,008
<b>Total Funds</b>	<b>106,660</b>	<b>795,624</b>	<b>(687,249)</b>	<b>-</b>	<b>215,035</b>

#### Purpose of material funds:

- Children In Need funding received to support salary contributions for the Projects and Volunteers Co-ordinator.
- Social Enterprise Support fund grant used to support associate salaries and counselling salaries.
- Quartet Express Fund grant received for running costs, employing a sessional worker and staff training.
- WeSport Together Fund grant received towards outdoor activities.
- University of Bristol grant received towards an intern's salary.
- Nisbet Trust grant received towards onsite counselling for vulnerable children and young people in Britsol.
- Garfield Weston Foundation grant received towards the Glow project.
- Lottery Fund awarded for the Soul Trail Project



## Love Squared Limited

Notes to the Financial Statements  
For the Year Ended 31 August 2024

### 12 Analysis of net assets between funds

	Unres- tricted £	Res- tricted £	Total 2024 £	Unres- tricted £	Res- tricted £	Total 2023 £
Fixed assets	28,645	-	28,645	30,732	-	30,732
Net current assets	152,640	7,340	159,980	234,568	6,027	240,595
Creditors - amounts falling more than 1 year	(30,226)	-	(30,226)	(56,292)	-	(56,292)
	<u>151,059</u>	<u>7,340</u>	<u>158,399</u>	<u>56,022</u>	<u>50,638</u>	<u>106,660</u>

### 13 Operating lease commitments

At 31 August 2024 the charity was committed to making the following minimal rental payments under non-cancellable leases as follows:

	Total 2024 £	Total 2023 £
<u>Operating leases:</u>		
Premises:		
Within one year	32,000	12,000
2-5 years	123,833	48,000
Over 5 years	54,000	66,000
	<u>209,833</u>	<u>126,000</u>

### 14 Related party transactions

Within other creditors due over one year, £21,154 is due to the former Chief Executive Officer, and current Trustee, S Hopkins, and is due for repayment in monthly instalments commencing January 2026 and ceasing in December 2026. Interest is charged at a fixed rate of 4% per annum (commencing January 2023). The loan is unsecured.

### 15 Company limited by guarantee

The Company is limited by guarantee and has no share capital. Every member of the company undertakes to contribute to the assets of the company, in the event of a winding up, such an amount as may be required not exceeding £1.