

OPEN DOOR, YOUNG PEOPLE'S CONSULTATION SERVICE

England & Wales · Charity number 299707

Details

Other names	OPEN DOOR (HORNSEY YOUNG PEOPLE'S CONSULATATION SERVICE, OPEN DOOR
Status	Registered
Legal form	Charitable company
Company number	02270443
Registered	1988-07-21
Register	View on the Charity Commission register

Contact

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Activities

Objects: (A) THE ADVANCEMENT OF EDUCATION, THE FURTHERANCE OF HEALTH AND THE RELIEF OF POVERTY, DISTRESS AND SICKNESS AMONGST YOUNG PEOPLE UNDER THE AGE OF 26 YEARS IN GREAT LONDON AND THE SURROUNDING AREA IN PARTICULAR BUT NOT EXCLUSIVELY BY; (B) THE ESTABLISHMENT, MAINTENANCE AND DEVELOPMENT OF A COUNCILLING AND PSYCHOTHERAPY SERVICE FOR THE GIVING OF INDIVIDUAL AND GROUP COUNCILLING AND PRACTICAL ADVICE AND HELP TO YOUNG PEOPLE WITH EMOTIONAL AND OTHER PERSONAL DIFFICULTIES AND THEIR FAMILIES; (C) THE PROMOTION OF STUDY AND RESEARCH WORK IN PSYCHOTHERAPY AND COUNSELLING OF YOUNG PEOPLE AND THE PUBLICATION AND DISTRIBUTION OF THE RESULTS OF SUCH RESEARCH AND OF OTHER PAPERS, BOOKS AND COMMUNICATIONS AS MAY BE NECESSARY OR DESIRABLE TO FURTHER THE OBJECTS OF THE COMPANY; AND (D) THE ESTABLISHMENT OF A REFERENCE LIBRARY AND OTHER FACILITIES FOR THE EDUCATION AND TRAINING OF PERSONS INVOLVED IN PSYCHOTHERAPY, COUNCELLING AND SOCIAL AND OTHER WORK WITH YOUNG PEOPLE.

Activities: OPEN DOOR PROVIDES COUNSELLING AND PSYCHOTHERAPY TO YOUNG PEOPLE AGED 12 - 24. IT ALSO PROVIDES A SERVICE FOR THE PARENTS OF THOSE AGED 11 - 21.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** The Advancement Of Health Or Saving Of Lives
- **Who:** Children/young People

Geography

- **Area of benefit:** GREATER LONDON AND SURROUNDING AREA
- Haringey

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£1,577,750	£1,183,460	£1,570,421	29
2024-03-31	£1,409,588	£1,077,215	£1,176,131	30
2023-03-31	£911,436	£837,991	£843,758	27
2022-03-31	£833,591	£825,355	£770,313	25
2021-03-31	£627,066	£689,453	£762,077	23

Trustees

Name	Role	Appointed
William Giles Christopher Higham	Chair	2024-12-04
Alejandro Ramos Boylan		2022-01-10
Catherine Jane Cavanagh		2023-07-18
Dr Helena Curran		2026-01-12
Jacqueline Tefoglou		2020-10-14

Accounts

REGISTERED COMPANY NUMBER: 02270443 (England and Wales)

REGISTERED CHARITY NUMBER: 299707



open door

Better mental health
for young people

Report of the Trustees and

Financial Statements for the Year Ended 31 March 2025

for

Open Door, Young People's Consultation
Service

DUX Advisory Limited
Chartered Accountants and
Statutory Auditors
Kennel Club House
Gatehouse Way
Aylesbury
Buckinghamshire
HP19 8DB

**Open Door, Young People's Consultation
Service**

**Contents of the Financial Statements
for the Year Ended 31 March 2025**

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Open Door, Young People's Consultation
Service (Registered number: 02270443)

Report of the Trustees
for the Year Ended 31 March 2025

The Board of Trustees, who are also directors of the Charity for the purposes of the Companies Act, and trustees for charity law purposes, submit their annual report and the financial statements of Open Door, Young People's Consultation Service for the year ended 31 March 2025.

The Board of Trustees confirms that the annual report and financial statements of the Charity comply with current statutory requirements, including the Charity Act 2011 and the Companies Act 2006, as well as the requirements of the Charity's governing document.

The Trustees have followed the guidance issued by the Charity Commission with regards to the public benefit arising from the activities undertaken by Open Door. The Trustees are satisfied that the services provided by Open Door fully meet the principles of public benefit as set out in the Charity Commission Guidance and that Open Door's objectives and activities fully reflect the purposes that the Charity was set up to further.

Overview

75% of adult mental health issues begin before age 24, yet many young people struggle to access the support they need. Mental health services can feel inaccessible, intimidating, or simply not designed for them.

Open Door plays a vital role in supporting vulnerable 12–24-year-olds with free, high-quality psychological therapy. By intervening early, we help prevent long-term mental health issues that can have serious, even tragic, consequences.

For nearly 50 years, we've supported young people in our community who might otherwise have been left without help. Our service is designed to be easy to access—young people can self-refer—and every approach is tailored. There's no 'one-size-fits-all'. We start by listening and then build a trusting relationship to help each individual move toward better mental health and a brighter future. We also offer specialist support for parents and carers, recognising their crucial role in a young person's life.

We are proud to report that in **2024/25, our team of outstanding and experienced clinicians offered 9213 clinical appointments to 733 young people, parents and carers**. We continued to develop and strengthen partnerships to support more young people in particular need including autistic, care experienced, and neurodivergent young people, and those impacted by multiple deprivation. We also made strides **to bring down the average waiting time before someone can start treatment by nearly 20%**.

Our impact is undeniable. Young people who completed their treatment with us this year reported significant improvements in their outlook and the issues they had come to us with. More detail of our impact is available further in this report, but the 93% reduction in self-harm speaks to the positive changes we have been able to foster. As one of our young people said, 'My therapist allowed me to understand my trauma and gave me techniques to handle it. It has made a huge change in my life.'

We were delighted to have our hard work and excellence recognised by health sector leaders, being selected as a Finalist in the largest annual benchmarking and recognition programme for the health sector, the HSJ Awards. Together with our partners Tottenham Hotspur Foundation, deep: black, and North Central London ICB, Open Door was one of the finalists in the 'Reducing Inequalities and Improving Outcomes for Children and Young People Award' category.

Our determination to create a positive impact for our young people and their families, requires us to look hard at how we measure outcomes and effectiveness and how insights from the evidence we generate can improve our own practice. Thanks to a grant from the Prudence Trust, we have been able to strengthen our focus on monitoring and evaluating our outcomes. Some of the evidence gleaned so far is presented later in this report. We are committed to sharing our lessons learned with fellow clinicians, as well as our partners and funders.

**Open Door, Young People's Consultation
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**Report of the Trustees
for the Year Ended 31 March 2025**

These funders and partners are vital for the success of Open Door, and we are very grateful for their support which has enabled us to reach so many young people over the course of this year. But we must acknowledge the challenges and limitations we face. The level of need continues to outpace our funding, and we are working hard to develop new sources of financial support which would allow us to fully reopen our valuable young adults (18-24) service and to reduce our waiting times for younger clients.

Over the course of this year, we also renewed our organisational governance. Our Chair of Trustees since 2020, Karen Simmons, stepped down from the role in November 2024 and was replaced by Will Higham. On behalf of all the trustees we would like to thank Karen Simmons for her dedication and hard work since joining Open Door's Board in 2017.

Open Door remains a pivotal and popular service within the community. Despite challenges, in 24/25 we continued to make a significant impact on improving the mental health and lives of 12–24-year-olds in Haringey.

**Open Door, Young People's Consultation
Service (Registered number: 02270443)**

**Report of the Trustees
for the Year Ended 31 March 2025**

OBJECTIVES AND ACTIVITIES

Objectives and aims

Based in Haringey, North London, Open Door was founded in 1976 and incorporated as a registered charity on 21 July 1988 and a company limited by guarantee on 23 June 1988.

Open Door aims to improve the life chances and mental health of young people in Haringey aged 12-24 by providing an accessible and effective psychotherapy service. The transition through adolescence to adulthood is a key period, often defined by huge challenges but where the right interventions can achieve real and enduring change.

We are dedicated to helping young people feel more in control of their lives, make positive choices, fulfil their potential and prevent social exclusion. We aim to reduce the risk of self-harm of different kinds and alleviate the effects of abuse, trauma and mental ill health.

We also recognise the need to support parents and carers to better understand their adolescent and young adult children, improve relationships and prevent family breakdown.

To fulfil our objectives, Open Door undertakes the following activities:

Provision of quality mental health support

Open Door provides a range of psychotherapy/psychological therapies to young people aged 12-24 experiencing difficulties including: depression, anxiety, self-harm, sexual abuse and exploitation, bullying and violence, drug and alcohol misuse, problematic internet use and gender identity issues. We also offer specialist support for parents and carers facing the challenges of parenting teenagers and young adults.

To deliver quality support to our young people we recruit, train and retain the very best staff: The work that we do is sensitive, complex and challenging. Our team is highly trained and professionally accredited, with expertise in working therapeutically with adolescents, young adults and their parents and carers. Most have trained to Masters or Doctoral level within the NHS. They work at Open Door because they are passionate about improving the mental health of young people and want to reduce barriers to talking therapy.

Our service includes:

- Specialist therapeutic assessment within four weeks of referral with an experienced therapist.
- Evidence-informed, culturally sensitive therapy and support including Psychoanalytic/Psychodynamic Psychotherapy, Cognitive Behavioural Therapy (CBT), Trauma Focussed Therapies, a therapeutic football group and an innovative parent/carer support service.
- Support is offered on short-, medium- and longer-term basis, and our young people can refer themselves back to our service if they need additional support post-discharge.
- Co-production with young people and families. All therapy and care plans are co-produced. We have strong and well-used feedback mechanisms for our service users which inform service development.
- Consultation, reflective practice and supervision to other professionals and partners in Haringey.

Research, Evaluation and Dissemination

Open Door undertakes comprehensive evaluation of all its therapeutic interventions as well as specific clinical research projects, and disseminates findings in published papers, media reports and conference presentations. Later in this report, we describe some of the measures that we use, qualitative and quantitative, to assess the impact of our work on young people. We have systems and processes that ensure that young people's voices are at the heart of all that we do.

**Open Door, Young People's Consultation
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**Report of the Trustees
for the Year Ended 31 March 2025**

We were delighted to be awarded generous funding from The Prudence Trust to undertake a more in-depth evaluation of our young people's service. This will enable us to understand the needs and experiences of our young people better; who do we help the most and for whom do we have less impact? The findings drive service development within Open Door, and we hope that dissemination of insights gained will also be useful for wider impact. This work is underway.

We have also continued to work on our small Randomised Controlled Trial research project into the efficacy of Open Door's manualised parenting intervention - the Open Door Approach to Parenting Teenagers (APT) – and expect to conclude this research in 2025/26.

Training and engagement in service improvement

Open Door actively participates in local and national networks on behalf of its beneficiaries to improve service provision and raise awareness of adolescent mental health more widely. Open Door also supports professional trainings.

Our ambition is to make high quality, relevant and effective psychotherapy/ psychological talking therapies as accessible as possible to all young people in Haringey. We work collaboratively and in partnership with others to enable access to help for some of Haringey's most vulnerable groups.

In 2024/25 we provided training posts to four NHS funded, Association of Child Psychotherapist accredited Child and Adolescent Psychotherapy Doctoral trainees in partnership with the Tavistock and Portman NHS Foundation Trust, IPCAPA (Independent Psychoanalytic Child and Adolescent Psychotherapy Association) and North London NHS Foundation Trust. We also provided a final year training placement for a British Psychological Society accredited Counselling Psychology Doctoral Trainee.

In addition to our training partnerships, Open Door recognises the importance of participating in and developing networks to ensure that the mental health needs of young people continue to be represented in service development in both the statutory and voluntary sectors. In 2024-2025, Open Door remained a central member of the Haringey Children and Young People's Mental Health and Wellbeing Board, the Haringey SEND Health Reference Group, and we continued to participate in the Haringey Suicide Prevention Group and the Borough's Voluntary and Community Sector Forum.

Alongside mandatory education on safeguarding and data protection, in 2024-25 the clinical team benefitted from training delivered by external experts on subjects such as Inter-cultural Development, Understanding Suicide, EMDR, and Special Educational Needs and Disabilities (SEND) including EHCPs and Autism. Staff have also attended training delivered by the Haringey Safeguarding Children's Partnership.

**Open Door, Young People's Consultation
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**Report of the Trustees
for the Year Ended 31 March 2025**

An accessible service, here for young people when they need it

It is exceptionally hard for a young person to ask for help when they face mental health problems, and often even harder to find a service that will accept them and provide the right support. We believe that asking for help should be as simple as possible for young people in need, and that it is important to remove as many barriers as we can.

From our launch, Open Door has focussed on being as accessible as possible to those who need help.

Young people and parents/carers can refer themselves to the service. We also take professional referrals, but over three quarters of our referrals are directly from young people or their parents and carers.

We are a service that has as few 'exclusion criteria' as possible. The majority of those who contact us will be offered support. We deliver some appointments online, but by far the majority are in-person, because this is what young people want. Appointments are offered Monday-Friday, including sessions later in the day (until 7pm) so people can attend after school or work.

We focus on creating a service that is welcoming, both in terms of how we treat young people, but also where we see them, in settings that are non-stigmatising and community based. We deliver work in our base in Crouch End and in Open Door Tottenham, in our rooms at the Tramperry, as well as the Haringey Autism Hub and at Mulberry Woodside Academy, also based in Tottenham. Now in its thirteenth year, our Tottenham service remains key to achieving this ambition and to improving the mental health of young people in the east of the Borough.

Our young people and their challenges

Young people present to Open Door with a range of substantial challenges, often exacerbated by additional complexities and the external contexts they are living in. We serve a diverse geographical area, with significant inequality and high levels of deprivation in parts of the borough; 33% percent of young people who were supported by the service in 24/25 lived in postcodes in Index of Multiple Deprivation Quintile 1.

Young people present at Open Door with many difficulties - it is rare that they only describe one issue troubling them, though 'depression' is experienced by nearly all (91%). Suicidal thoughts (59%) and self-harm (43%) are commonplace, and half of our young people have experienced trauma. Anxiety (80%), anger issues (55%), difficulties in their relationships with family and peers (75%) and eating difficulties (38%) are also frequently cited.

One in ten of the young people coming to our service have previously attempted suicide, and one in three have experienced abuse and/or neglect. Nearly a quarter (23%) have parents living with their own mental health issues, and 49 of our young people are Care Experienced.

Nearly a third of the parents and young people we had contact with this year (27%) live with neurodivergence and/or special educational needs and disabilities (SEND), and we are working closely with partner agencies to provide tailored support for young people with autism and other forms of neurodivergence. We are grateful to the North Central London Integrated Care Board for their grant funding since November 2022 which supports our work with neurodivergent young people and their parents/carers.

**Open Door, Young People's Consultation
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**Report of the Trustees
for the Year Ended 31 March 2025**

Activities and outcomes during 2024/2025

Number of patients seen

Open Door maintained high attendance rates and engagement with young people, parents/carers. Over the period of this financial year, 718 service users accessed (attended contact) Open Door in 24/25 across our services. Of these:

- 115 were parents or carers
- 77 were young people aged between 18-24 at time of referral
- 526 were young people aged between 12-17 when they were referred to us.

Over this same period, we offered 9213 clinical contacts, most of which were face-to-face. Of these:

- 774 were with parents or carers
- 1306 were with young people aged between 18-24 at time of referral
- 7313 were with young people aged between 12-17 when they were referred to us.

These 'clinical contacts' were, in the majority – 83% - direct contacts between a young person or their carer and a therapist. Three quarters of all clinical contacts were treatment appointments for ongoing therapy. However, they also include:

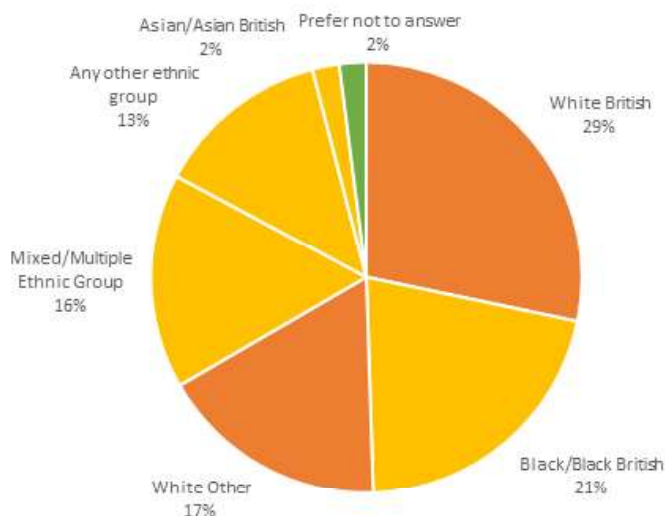
- specialist Initial Therapeutic Assessments (within four weeks of referral) – 5%
- essential professional/or network meetings needed to support the young person holistically for example, meetings with social care, health, education etc – 14%
- referral calls – 3%
- waiting list therapeutic reviews – 3%

Demographic details

Over 2024-25, 53% of Open Door contacts were offered to young people from the global majority (not identified as white), 68% were female, 30% were male and 3% described themselves as 'other'.

There was 94% completion rate for the Equality Monitoring Form for young people.

Pie chart showing % of contacts offered by Ethnicity Board Category



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**Report of the Trustees
for the Year Ended 31 March 2025**

Locations and services

Our core service consists predominantly of face-to-face therapy appointments – generally 50 minutes long and held weekly - which take place in our long-standing base in Crouch End and at our rooms at The Trampery in Tottenham. Both locations are convenient for young people to access and have a welcoming atmosphere. A capital grant from the Leathersellers' Foundation this year allowed us to install new windows in two rooms of our Crouch End premises, making the building more comfortable for both staff and service users. We have also fitted dimmer switches in our clinical rooms to create a more relaxed environment, which is especially important for our neurodivergent young people. This is one of several suggestions gathered from our service users which we have acted on this year – more details are available later in this report.

Many of our young people find it hard to speak openly about their feelings, and it is not unusual for it to take several months to gain their trust. We know that the chance to build a relationship with an individual therapist over time is critical for many young people. In line with our strategy to support communities where access to mental health is low, and to make our service as accessible as possible, Open Door also has other locations and services where we offer support. These are the results of strong partnerships with other organisations in the area and the support of our funders.

Schools Service - Open Door's school service in Mulberry Woodside Academy continued into its fourth year. Our team of six therapists have been present at the school five days a week, supporting young people with a more intensive mental health support provision than is usually available within a mainstream setting. Woodside is an outstanding community-oriented school serving an area of high need and deprivation encompassing Wood Green and Tottenham. As one of the students we supported in the school explained, "[my therapist] really listened to me and it was like 1 million boulders had been lifted off my shoulder." Another added, "I feel that Open Door has helped me through a lot. They helped me with my situation at home, school, friends, family."

Haringey Autism Hub - Open Door has continued the partnership with #ActuallyHaringey Autism Hub for a third year, with our therapists offering psychotherapy to autistic 16–24-year-olds on Fridays at the co-designed hub for autistic adults. Open Door's support is provided by two therapists and takes place alongside the social, educational, and training activities provided by the Actually Haringey team. 14 young people benefitted from therapy appointments with Open Door at the hub over this year. This remains an important partnership, given our commitment to health equality and the high numbers of autistic young adults we work with who need holistic support in their transition to adulthood.

Mental Health, Arts & Sports Project - This year was the third we have been the lead for the North Central London ICB commissioned, multi-agency, Haringey Inequalities Project which supports children and young people who have experienced multiple deprivation, live with mental health difficulties or SEND, and who do not ordinarily access statutory CAMHS. Parts of the borough are among the 20% most deprived areas of the country, and partnership working has been key to engaging and supporting these hard-to-reach young people.

Partner organisations were funded to deliver a combination of sports (The Tottenham Hotspur Foundation), creative arts (deep:black), psychotherapy, and a school-based therapeutic football group (Open Door). Over the last year Open Door's therapeutic football group, 'Finding your Feet' was facilitated by one of our psychotherapists and a Tottenham Hotspur Foundation football coach working together, enabling young people to access specialist therapeutic support in a new, creative way. The group creates a safe therapeutic space for young people to explore themselves and their relationships through football. High emotion and impulsivity are thought about in a live way but with a light touch, as are feelings of exclusion, loss, injustice and insecurity. Young people are supported to also recognise experiences of togetherness, trust and success.

The project reaches many Haringey schools (nine mainstream, three SEND) We worked with 12 boys all at risk of exclusion from school who were referred to Finding your Feet by their school Deputy Head or SENDCO where there were concerns about issues such as: aggression or violence; school attendance; learning and attainment; being easily influenced and influencing others; risk of exploitation and gangs. They also all had a passion for football.

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Some of the boys referred had initially been referred for counselling at the school but had declined it. Some had suffered losses which had impacted their ability to trust. Through this programme, the boys were able to work with a mental health professional, alongside a coach/mentor. This enabled ways of connecting that had not felt possible before. In addition to the direct benefit to the young people involved, this group enabled development for other professionals in therapeutic ways of working. There were 3 football groups, and Open Door has supported three coaches to develop skills and understanding of young people's mental health, which could be applied in other work and settings. We were delighted to be shortlisted for the HSJ 'Reducing Inequalities and Improving Outcomes for Children and Young People' Award for this project.

Clinical outcomes for our young people

Open Door's therapy services are fully evaluated using a comprehensive system of clinically validated, standardised, and bespoke measures. We aim to capture holistic needs and progress for the young people we work with. To really understand impact, we need to know: What do young people tell us? What do therapists see? What do clinically validated measures and professional assessments show?

We gather a combination of:

1. Young person self-reported, clinically validated mental health measures
2. Therapist assessed, standardised, and bespoke measures about areas of concern and progress
3. Co-produced 'Goal based outcomes' for therapy, decided by the young person, in discussion with their therapist and rated by the young person
4. Feedback from young people about their experience of Open Door (quantitative and qualitative)

These various measures provide us with a wealth of data demonstrating that Open Door is making a significant impact on the mental health of most of our young people. For comparison, an international systematic review and meta-analysis of change in self-reported measures for depressed and anxious young people accessing specialist mental health services published in 2020, found that 'The individual-level change on measures of self-report was 38% reliable improvement, 44% no reliable change, and 6% reliable deterioration' ((Bear et al (2020) J Am Acad Child Adolesc Psychiatry;59(7):810-841)).

When we look at the clinical change for the 125 young people leaving Open Door's service in 2024-25 who started with moderate to severe depression and who had attended at least two clinical appointments we can see that over three quarters report an improvement in their outlook on discharge.

These outcomes are even stronger for those young people who completed a full course of treatment with Open Door. While at the start of treatment 32% had scored in the 'severe' depression range, this had fallen to just 9% on discharge.

What is expected change?

A recent international and systematic review, and meta-analysis of change in self-reported measures for depressed and anxious young people accessing specialist mental health services, found that 'The individual-level change on measures of self-report was 38% reliable improvement, 44% no reliable change, and 6% reliable deterioration'.

Bear et al (2020) J Am Acad Child Adolesc Psychiatry;59(7):810-841.

**Open Door, Young People's Consultation
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**Report of the Trustees
for the Year Ended 31 March 2025**

The Patient Health Questionnaire–9 is a clinically validated self-rated measure of depression for young people of all ages.

PHQ-9	Started with moderate to severe depression	Improved	Clinically Significant Improvement (5 or more)	Reliable Improvement (6 or more)	Reliable deterioration (6 or more)
Discharged 2+ appts	75%	77%	55%	49%	4%
Discharged completed treatment	81%	79%	60%	55%	4%

Table showing clinical changes in PHQ-9 scores for young people who started in moderate to severe range for depression. It shows change for anyone discharged after attending 2+ clinical appointments discharged in 2024/2025 (N is 125) and those who completed a full course of therapy (N is 92). Note, 2+ appointments may include young people having assessment sessions only/ referred on to other services.

Naturally, depression is just one issue that young people present with. At the start of therapy, young people are asked to describe their own personal goals and hopes for undertaking therapy. Examples of goals set include:

- “I want to not bottle things up so much”
- “I want to reduce the noise in my head”
- “I want to stop self-harming”
- “I want to understand my fear of rejection”
- “I want to understand why I self-destruct”
- “I want to eat without guilt”
- “I want to learn to respect and accept myself”
- “I want to get back to school”

Nearly all – 98% - of young people who rated goals at the end of their treatment reported progress against the goals they had set.

They are also asked to share their experience of the service Open Door has provided to them three months into their therapy, at regular intervals and again at the end of their therapy.

We are grateful to all young people who contribute their views. We use what they tell us to inform service development and actively seek opportunities for co-production. We have had several young people contribute helpful ideas about improvements for the building. This is particularly important for our neurodivergent young people, and we are working with them to make our rooms as neuroinclusive as possible. The first steps have included making fidget toys available in all rooms and fitting dimmer switches. We are already getting positive feedback about these changes.

Young people seen in 24/25	% Certainly/Partly True
I feel the people who saw me listened to me	95%
My views and worries were taken seriously	94%
I was treated well by the people who saw me	98%
Overall, the help I received here is good	95%

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**Report of the Trustees
for the Year Ended 31 March 2025**

What was really good about your care?
<i>"My therapist allowed me to understand my trauma and gave me techniques to handle it. It has made a huge change in my life"</i>
<i>"I had a space to express myself fully and not feel ashamed or worried"</i>
<i>"Reduced my panic attacks"</i>
<i>"It offered me the space I needed to just be. Open Door helped me when I needed it most"</i>
Was there anything you didn't like or needs improving
<i>"Building needs soundproofing, noise distracting"</i>
Is there anything else you want to tell us about the service you received
<i>"That I had sessions for a year. All the other services have been limited to 6-8 sessions, meaning that I often am on wait lists longer than I have been receiving care. Open Door is a wonderful service. Thank you all so much for everything."</i>
<i>"Re-referring after the age of 18 needs to happen"</i>
<i>"Therapy was really important in my life and without it I wouldn't have made the huge changes that greatly improved my mental health and wellbeing"</i>

In addition to young people's own insights, our therapists also track the progress against the issues that first brought them to Open Door. The table below highlights improvements beyond diagnostic criteria and shows how young people left Open Door with more hopeful developmental trajectories and life chances.

Area of Need	Improvement for young people who completed treatment 24/25
Drugs/alcohol	75%
Relationships	86%
Independence	87%
Self-care	77%
Self-harm	93%
Self-image	77%
Social isolation	80%
Violence/aggressive behaviour	80%
Anxiety	88%
Engagement in education, employment or training	61%
Risky behaviour	78%

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Report of the Trustees
for the Year Ended 31 March 2025

Supporting parents and carers

Raising teenagers is often challenging and when your young person is struggling and unhappy, it can at times feel impossible. At the same time, the support and understanding of parents and carers can make all the difference for a young person. That's why our parent/carer support service is available for anyone parenting teenagers or young adults. Our trained professionals provide support and guidance to parents and carers, helping them navigate this difficult period, support their child and reduce family stresses.

Over the last year, 115 people attended our parent/carer services. Feedback from users of this service has been overwhelmingly positive with 100% of respondents feeling that Open Door had listened to them, taken their concerns seriously, treated them well and provided them with good help.

Feedback from parents and carers includes:

What was really good about your care?
<i>"The therapist we had has a deep knowledge of eating disorders as well as other mental health issues which was particularly helpful for us. As we could talk in depth about very complicated difficulties. We were able to trust her"</i>
<i>"looking at different areas of improvements in family life and communications with my child and seeing improvements"</i>
<i>"I can see improvement in my daughter's behaviour and confidence. Helped me to realise, reflect on and understand emotional processes my daughter is going through"</i>
<i>"Very attentive - great to have a place to talk things through outside of the family home. Felt we were treated as an individual case not just a generic parenting programme."</i>
<i>"They were very helpful and I was able to express myself with (therapist) Helped me to pay more attention to little details about my child and therefore able to understand and help in a better way"</i>
<i>"Being able to talk to someone who could empathise with the strain of parenting a highly intelligent and sensitive child with a new diagnosis and a reluctance to engage with any sort of therapy. I felt really under-confident at the beginning, as if my ability to parent had been stripped away. Now I feel that I can adopt a different approach and I know I don't have to feel so burned out by day-to-day life"</i>
Was there anything you didn't like or needs improving
<i>"I wish the sessions could last longer"</i>
Is there anything else you want to tell us about the service you received
<i>"I'd like to say how grateful I am for the great work Open Door does in supporting young people and their parents. The quality of care / therapy is excellent. A huge thank you to all of you who make this service possible. Thank you for being there for us 🍷"</i>
<i>"Nothing else, just hope you continue for a very long time!"</i>

**Open Door, Young People's Consultation
Service (Registered number: 02270443)**

**Report of the Trustees
for the Year Ended 31 March 2025**

Bridging the gap between child and adult services

All too often in mental health services, turning 18 can mean the end of support for young people as they are no longer considered a 'child'. At Open Door, we know that developmentally, adulthood is not achieved at 18. Adolescence and young adulthood are crucial developmental life stages in which the right help at the right time, delivered by developmentally tailored services, can make a significant impact. We are unique in the borough in that we do not discharge or transfer our young people after their 18th birthday, instead they can complete their care in one place. Over the last year we continued to see and treat a cohort of 104 young adults who had started their treatment with us before the age of 18.

With regret, in August 2022 we were forced to temporarily close our waiting list to most 18–24-year-olds seeking support from our therapists due to financial pressures and lack of capacity. However, we do still accept 18-24-year-olds who have experience of care and autistic young people supported by either the Autism hub or our partners at Sister System. In the past year, 34 young adults in this age group started with us. It is our goal to increase capacity and reopen our waiting list to this older age group as soon as possible.

Waiting lists and waiting times

Like all mental health services across the UK, at Open Door we face huge demand for our services, far greater than we have the capacity to meet. The result is that young people and their parents/carers must wait for several months before they can start full treatment. We deeply regret this situation and are doing everything we can to bring down waiting times, but we are careful to maintain the quality of our service and ensure each person who starts treatment with Open Door gets the time they need to make meaningful progress. We are happy to report that hard work from clinicians and staff across our service has helped to significantly reduce the average amount of time young people are on our waiting list from 44 weeks last year to 36 weeks, an improvement of nearly 20%. However, we acknowledge that this is also in part due to us closing our waiting list for 18-24-year-olds in mid-2022.

We maintain regular contact with young people while they are on our waiting list, and where appropriate, refer them to other services, and/or support them with brief therapies while waiting. There is clinical indication that the regular contact we have with them while waiting demonstrates some benefit for many young people and the data analysis we are doing at present may offer further insights into how we can provide even more effective support options for people while they are on our waiting list.

**Open Door, Young People's Consultation
Service (Registered number: 02270443)**

**Report of the Trustees
for the Year Ended 31 March 2025**

Management and governance

Fundraising & supporters

The generosity of our donors in 2023-24 enabled us to carry forward the funds allocated to that year into 2024-25 and therefore to sustain the service expansion of the last four years.

We are immensely grateful to all our supporters in the past year who have made such an impact to our work; all their donations, large and small, have made a difference. In particular we would like to thank:

BBC Children in Need
North London Integrated Care Board
The Leathersellers' Foundation
The London Community Foundation (Youth Futures Board)
The Prudence Trust
The Alexander Mosley Charitable Trust

We would also like to thank the many individuals who also provided generous support to Open Door over the course of this past year including:

The Mayor of Haringey, Lester Buxton
Rick Morrison
Sarah Caldecott
Stephanie Wassell and Robert Rodney
Richard Peacock and members of the Running Jump Print Workshop
All the community supporters, friends and family who supported our fundraising walk
The volunteers who worked in our office, including two volunteer therapists
The private donor behind a very generous unrestricted £100,000 gift.

All donors recognised the value for Open Door of unrestricted funding in the face of funding uncertainty and the burden of meeting different reporting requirements for a charity our size. They understand that there are costs involved in maintaining the service to the highest standard which are not always easy to fund through other means. Open Door will ensure that funds are used to maximise the difference that we are able to make to the mental health of young people.

Structure, governance & management

Open Door is registered under the Companies Act 2006 as a company limited by guarantee and not having a share capital.

Open Door is a registered charity constituted as a Limited Company under its Memorandum and Articles of Association. The charity registration number is 299707 (England and Wales) and the company registration number is 02270443 (England and Wales).

**Open Door, Young People's Consultation
Service (Registered number: 02270443)**

**Report of the Trustees
for the Year Ended 31 March 2025**

Organisational Structure

Open Door's Board of Trustees meets four times per year and is responsible for the strategic direction and policy of the Charity, as well as oversight of the Charity's operations.

Board sub-committees are set up as required to consider specific issues. The day to day running of the Charity is delegated to the CEO who in March 2025 was supported by a 3.1 FTE Senior Clinical Management Team and a 0.8 Operations Manager who report to the CEO. The CEO, in turn, reports to the Chair of Trustees.

Selection and appointment of Trustees

As set out in the Articles of Association, the Chair of Trustees is nominated at the Annual General Meeting.

The Trustees are directors of Open Door for the purpose of company law. Open Door's Articles of Association require a minimum of 5 Trustees. Trustees meet at least 4 times per year with a quorum of 3 trustees.

Trustees who have served for more than three consecutive years in office must stand for re-appointment. Trustees can serve up to a maximum of three consecutive terms before they must stand down for at least 12 months before being eligible to stand for office again.

The objective is to have a range of skillsets and experiences across fields that are relevant to the Charity's objectives. Their appointment is by resolution of the Board of Directors/Trustees following which the required legal documentation is completed.

Trustee induction and training

On their appointment, new Trustees are provided with information, in the form of an induction pack, on their role as a Trustee. Ongoing training is provided as required. All Trustees are DBS checked and undertake a Data Security Awareness training at induction. Those who do not have a current Safeguarding training also undertake Level 2 Safeguarding training at induction.

Staff remuneration

Staff salaries are set and reviewed by the Board in line with other internal roles and similar organisations in the charitable and public sector. The Board agreed to a staff salary increase in April 2024 in line with this.

Risk management

The Trustees have conducted their own review of the major risks to which the Charity is exposed, and systems and processes have been established to mitigate those risks.

Key risks under review for this period included:

1. Organisational stability

Over recent years, Open Door has enjoyed a relatively stable workforce and culture. Following the pandemic, recruitment was more challenging than it had been previously, in line with the national picture of CAMHS recruitment. In 24/25, we addressed issues of pay and workload, and all recruitment rounds this year have been successful. We have expanded the clinical team and staff satisfaction has been high, demonstrated by many therapists wanting to work additional days with Open Door. This is encouraging but we do not take it for granted - nationally, the recruitment crisis remains.

**Open Door, Young People's Consultation
Service (Registered number: 02270443)**

**Report of the Trustees
for the Year Ended 31 March 2025**

2. Income generation

The ability to maintain and increase income to meet the demand for our services is an ongoing challenge and risk.

We continue to have grown the significant service expansion made in 2020/21, and 2024/25 has been a successful year.

However, the sustainability of growth is by no means assured. The lack of longer-term contracts remains a challenge for all areas of service planning and staffing. We have also been advised that there may be a tender for our contract in the next year or so. In tandem with this uncertainty, the competition for charitable funding is more acute since the pandemic and cost of living crisis.

We worked hard in 2024/25 to put ourselves in the strongest position to protect and grow income, firstly by prioritising relationships with existing funders, reporting in full and on time the impact that their contributions have made to the service and its beneficiaries.

The Director/CEO remained very involved in high level networking, actively collaborating with relevant Haringey NHS and Local Authority bids and seeking every opportunity to build relationships across NCL ICS (North Central London Integrated Care System).

We remained committed to building diversified income streams. We continued to scope appropriate opportunities and to achieve good success rates with Trusts and Foundations, and community support.

Looking ahead to a possible tender, the Board of Trustees, CEO and Operations Manager are ensuring that we are 'tender ready' – reviewing data quality, governance, financial management, etc.

**Open Door, Young People's Consultation
Service (Registered number: 02270443)**

**Report of the Trustees
for the Year Ended 31 March 2025**

Financial Review

During the current financial year, the Charity achieved a surplus of £394,290 (2024: £332,373). This resulted in total reserves increasing in the year to £1,570,421 (2024: £1,176,131).

The Trustees are satisfied with the financial performance of the Charity throughout the year.

Of the total reserves held at year end £1,570,421 (2024: £1,176,131) were unrestricted as to use, although only £1,059,804 (2024: £720,066) was available as general funds because of designations made to cover the net book value of fixed assets and to cover future development of the service.

Reserves policy

The Trustees have set a reserves policy that the Charity should hold a minimum unrestricted general reserve equivalent to three months' salary and overhead expenditure - approximately £307,000. The current level of £1,059,804 is safely above this level but not deemed to be excessive given Open Door's reliance on statutory funding and need to maintain a stable clinical team.

Going Concern

The Charity had a healthy reserves balance and cash balance at the year end, and should it be required, are able to reduce services provided if future funding falls short of expectations. The Trustees therefore consider that based on the circumstances existing at the date of signature of the accounts that the charity is a going concern. This basis is adopted within these accounts.

**Open Door, Young People's Consultation
Service (Registered number: 02270443)**

**Report of the Trustees
for the Year Ended 31 March 2025**

Reference and Administrative Details

Registered Company number

02270443 (England and Wales)

Registered Charity number

299707

Registered office

12 Middle Lane
Crouch End
London
N8 8PL

Trustees

Ms K Cavanagh
Ms K Simmons (Resigned 04.12.24)
Dr J Sternberg
Ms J Tefoglou Treasurer
Ms J Shuttleworth (Resigned 01.04.25)
Ms A Alabi (Resigned 13.01.25)
A R Boylan
Ms S MccGwire (Resigned 18.11.24)
Mr W Higham (Appointed 04.12.24)

Auditors

DUX Advisory Limited
Chartered Accountants and
Statutory Auditors
Kennel Club House
Gatehouse Way
Aylesbury
Buckinghamshire
HP19 8DB

Report of the Trustees
for the Year Ended 31 March 2025

Statement of Board of Trustees' Responsibilities

The Trustees are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and regulations. Company law requires the Trustees to prepare financial statements for each financial year. Under that law they are required to prepare the financial statements in accordance with UK Accounting Standards and applicable law (UK Generally Accepted Accounting Practice), including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland.

Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the excess of expenditure over income for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements 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 its activities.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and 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 have general responsibility for taking such steps as are reasonably open to them to safeguard the assets of the charitable company and to prevent and detect fraud and other irregularities.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the UK governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions. In addition, the Trustees confirm that they are happy that the content of the annual review on pages 1 to 21 of this document, as well as the legal and administrative information on page 4, meet the requirements of both the Trustees' Annual Report under charity law and the Directors' Report under company law.

They also confirm that the financial statements have been prepared in accordance with the accounting policies set out in the notes to the accounts and comply with the Charity's governing document, the Charities Act 2011, the 'Charities SORP (FRS 102) - 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) second edition (effective 1 January 2019)', the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The Trustees confirm that:

- so far as each Trustee is aware, there is no relevant information of which the Charity's auditor is unaware; and,
- each Trustee has taken all the steps that they should have taken as a Trustee/Director in order to make themselves aware of any relevant audit information and to establish that the Charity's auditor is aware of that information.

Preparation of the report

This report has been prepared taking advantage of the small companies' exemption of section 415A of the Companies Act 2006.

**Open Door, Young People's Consultation
Service (Registered number: 02270443)**

**Report of the Trustees
for the Year Ended 31 March 2025**

This report was approved and authorised for issue by the Board of Trustees on ^{27/11/2025} ~~27/11/2025~~ and signed on its behalf by:



Will Higham – Chair of the Board of Trustees

**Report of the Independent Auditors to the Members of
Open Door, Young People's Consultation
Service**

Opinion

We have audited the financial statements of Open Door, Young People's Consultation Service (the 'charitable company') for the year ended 31 March 2025 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2025 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

**Report of the Independent Auditors to the Members of
Open Door, Young People's Consultation
Service**

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

**Report of the Independent Auditors to the Members of
Open Door, Young People's Consultation
Service**

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We obtained an understanding of the legal and regulatory frameworks applicable to the charity and the sector in which it operates. We determined that the following laws and regulations were most significant: The Companies Act 2006, The Charities Act 2011, UK GAAP, the UK Corporate Governance Code, UK corporate tax laws, Occupational Health and Safety regulations, and the Data Protection Act.
- We obtained an understanding of how the charity are complying with those legal and regulatory frameworks and made enquiries to the management of known or suspected instances of fraud and non-compliance with laws and regulations. We corroborated our enquiries through our review of board minutes.
- We assessed the susceptibility of the charity's financial statements to material misstatement, including how fraud might occur. Audit procedures performed by the audit team included:
 - Identifying and assessing the controls management has in place to prevent and detect fraud;
 - Understanding how those charged with governance considered and addressed the potential for override of controls or other inappropriate influence over the financial reporting process;
 - Challenging assumptions and judgments made by management in its significant accounting estimates and judgments.
 - Identifying and testing journal entries, in particular journal entries posted with unusual account combinations.
 - Assessing the extent of compliance with the relevant laws and regulations.

There are inherent limitations in the audit procedures described above and the further removed non-compliance with laws and regulations are from the events and transactions reflected in the financial statements, the less likely we would become aware of it. Also, the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusion.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

**Report of the Independent Auditors to the Members of
Open Door, Young People's Consultation
Service**

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Bianca Permal FCA (Senior Statutory Auditor)

for and on behalf of DUX Advisory Limited
Chartered Accountants and
Statutory Auditors
Kennel Club House
Gatehouse Way
Aylesbury
Buckinghamshire
HP19 8DB

27/11/2025

Date: FA/C0000-1525-460D-BB8A-08DE208BC927

**Open Door, Young People's Consultation
Service**

**Statement of Financial Activities
(Incorporating an Income and Expenditure Account)
for the Year Ended 31 March 2025**

	Notes	Unrestricted funds £	Restricted funds £	31.3.25 Total funds £	31.3.24 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	317,918	89,446	407,364	380,363
Charitable activities	4				
Psychotherapy services		880,576	250,500	1,131,076	1,006,945
Investment income	3	<u>39,310</u>	<u>-</u>	<u>39,310</u>	<u>22,280</u>
Total		<u>1,237,804</u>	<u>339,946</u>	<u>1,577,750</u>	<u>1,409,588</u>
EXPENDITURE ON					
Raising funds					
Fundraising costs	5	<u>73,708</u>	<u>-</u>	<u>73,708</u>	<u>67,766</u>
		73,708	-	73,708	67,766
Charitable activities	6				
Psychotherapy services		<u>769,806</u>	<u>339,946</u>	<u>1,109,752</u>	<u>1,009,449</u>
Total		<u>843,514</u>	<u>339,946</u>	<u>1,183,460</u>	<u>1,077,215</u>
NET INCOME		394,290	-	394,290	332,373
RECONCILIATION OF FUNDS					
Total funds brought forward		<u>1,176,131</u>	<u>-</u>	<u>1,176,131</u>	<u>843,758</u>
TOTAL FUNDS CARRIED FORWARD		<u><u>1,570,421</u></u>	<u><u>-</u></u>	<u><u>1,570,421</u></u>	<u><u>1,176,131</u></u>

The notes form part of these financial statements

**Open Door, Young People's Consultation
Service (Registered number: 02270443)**

**Balance Sheet
31 March 2025**

	Notes	Unrestricted funds £	Restricted funds £	31.3.25 Total funds £	31.3.24 Total funds £
FIXED ASSETS					
Tangible assets	12	353,227	-	353,227	321,491
CURRENT ASSETS					
Debtors	13	15,089	-	15,089	83,318
Cash at bank		<u>1,255,618</u>	<u>55,358</u>	<u>1,310,976</u>	<u>909,866</u>
		1,270,707	55,358	1,326,065	993,184
CREDITORS					
Amounts falling due within one year	14	(53,513)	(55,358)	(108,871)	(138,544)
		<u>1,217,194</u>	<u>-</u>	<u>1,217,194</u>	<u>854,640</u>
NET CURRENT ASSETS					
		1,570,421	-	1,570,421	1,176,131
TOTAL ASSETS LESS CURRENT LIABILITIES					
		<u>1,570,421</u>	<u>-</u>	<u>1,570,421</u>	<u>1,176,131</u>
NET ASSETS					
		<u>1,570,421</u>	<u>-</u>	<u>1,570,421</u>	<u>1,176,131</u>
FUNDS	15				
Unrestricted funds:					
General fund				1,059,804	720,066
Capital - buildings				305,457	305,457
Capital - equipment				47,771	23,969
Property maintenance reserve				48,000	17,250
Development of the service				<u>109,389</u>	<u>109,389</u>
				<u>1,570,421</u>	<u>1,176,131</u>
TOTAL FUNDS				<u>1,570,421</u>	<u>1,176,131</u>

27/11/2025

The financial statements were approved by the Board of Trustees and authorised for issue on
and were signed on its behalf by:



Will Higham – Chair

The notes form part of these financial statements

**Open Door, Young People's Consultation
Service**

**Cash Flow Statement
for the Year Ended 31 March 2025**

	Notes	31.3.25 £	31.3.24 £
Cash flows from operating activities			
Cash generated from operations	1	<u>408,228</u>	<u>517,241</u>
Net cash provided by operating activities		<u>408,228</u>	<u>517,241</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		(46,428)	(6,837)
Interest received		<u>39,310</u>	<u>22,280</u>
Net cash (used in)/provided by investing activities		<u>(7,118)</u>	<u>15,443</u>
Change in cash and cash equivalents in the reporting period		401,110	532,684
Cash and cash equivalents at the beginning of the reporting period		<u>909,866</u>	<u>377,182</u>
Cash and cash equivalents at the end of the reporting period		<u><u>1,310,976</u></u>	<u><u>909,866</u></u>

The notes form part of these financial statements

**Open Door, Young People's Consultation
Service**

**Notes to the Cash Flow Statement
for the Year Ended 31 March 2025**

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	31.3.25 £	31.3.24 £
Net income for the reporting period (as per the Statement of Financial Activities)	394,290	332,373
Adjustments for:		
Depreciation charges	14,692	13,198
Interest received	(39,310)	(22,280)
Decrease in debtors	68,229	235,911
Decrease in creditors	<u>(29,673)</u>	<u>(41,961)</u>
Net cash provided by operations	<u><u>408,228</u></u>	<u><u>517,241</u></u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.24 £	Cash flow £	At 31.3.25 £
Net cash			
Cash at bank	<u>909,866</u>	<u>401,110</u>	<u>1,310,976</u>
	<u>909,866</u>	<u>401,110</u>	<u>1,310,976</u>
Total	<u><u>909,866</u></u>	<u><u>401,110</u></u>	<u><u>1,310,976</u></u>

The notes form part of these financial statements

**Open Door, Young People's Consultation
Service**

**Notes to the Financial Statements
for the Year Ended 31 March 2025**

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

The functional currency of the Charity is sterling and amounts in the financial statements are rounded to the nearest pound.

Critical accounting judgements and key sources of estimation uncertainty

In preparing financial statements it is necessary to make certain judgements, estimates and assumptions that affect the amounts recognised in the financial statements. The annual depreciation charge for tangible fixed assets is sensitive to changes in useful economic lives and residual values of assets. In the view of the Trustees in applying the accounting policies adopted, no judgements were required that have a significant effect on the amounts recognised in the financial statements nor do any estimates or assumptions made carry a significant risk of material adjustment in the next financial year.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets

All assets costing more than £500 are capitalised.

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their residual value, over their useful life, on the following basis:

Freehold property	50 years
Computer equipment	4 years
Fixtures & fittings	5 years

Freehold property includes an extension and the Trustees deem the residual value to exceed cost, so no depreciation charge exists in respect of property.

Taxation

The charity is exempt from corporation tax on its charitable activities.

**Open Door, Young People's Consultation
Service**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2025**

1. ACCOUNTING POLICIES - continued

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the Trustees.

Designated funds are unrestricted funds which have been designated for a specific purpose by the Trustees. The aim and use of each designated fund is set out in Note 15.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Going concern

The financial statements have been prepared on the going concern basis as the Board of Trustees is confident that the future reserves and future income are more than sufficient to meet current commitments. There are no material uncertainties that impact this assessment, and the ongoing global uncertainty and subsequent financial challenges have had no material impact on this assessment.

Cash at bank and in hand

Cash at bank and in hand includes cash in hand, deposits with banks and funds that are readily convertible into cash at, or close to, their carrying values but are not held for investment purposes.

Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount is applied. Prepayments are valued at the amount prepaid net of any trade discounts due.

Creditors

Creditors 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.

Financial instruments

Basic financial instruments are measured at amortised cost other than investments which are measured at fair value.

**Open Door, Young People's Consultation
Service**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2025**

2. DONATIONS AND LEGACIES

	31.3.25	31.3.24
	£	£
Donations	139,482	275,130
Grants	<u>267,882</u>	<u>105,233</u>
	<u>407,364</u>	<u>380,363</u>

Grants received, included in the above, are as follows:

	2025	2024
Restricted:		
The Home Cooked Programme	-	2,486
BBC Children In Need	17,498	34,933
The Youth Futures Fund	20,000	20,000
The Mrs Smith & Mount Trust	-	5,000
The Leathersellers' Foundation - Capital Grant	7,306	-
The Prudence Trust - Impact	44,642	-
Unrestricted:		
The Leathersellers' Foundation	25,000	25,000
The Prudence Trust	30,000	10,000
Alexander Mosley Charitable Trust	100,000	-
The Evening Standard Dispossessed Fund	<u>23,436</u>	<u>7,814</u>
	<u>267,882</u>	<u>105,233</u>

3. INVESTMENT INCOME

	31.3.25	31.3.24
	£	£
Deposit account interest	<u>39,310</u>	<u>22,280</u>

**Open Door, Young People's Consultation
Service**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2025**

4. INCOME FROM CHARITABLE ACTIVITIES

		31.3.25 £	31.3.24 £
Charitable activities	Activity Psychotherapy services	<u>1,131,076</u>	<u>1,006,945</u>

5. FUNDRAISING COSTS

	31.3.25 £	31.3.24 £
Staff costs	63,968	57,435
Donation handling fees	597	419
Fund raising-bid writer	2,085	1,500
Other fundraising costs	<u>7,058</u>	<u>8,412</u>
	<u>73,708</u>	<u>67,766</u>

6. CHARITABLE ACTIVITIES COSTS

	Direct staff costs Year ended 31.3.25 £	Direct other costs Year ended 31.3.25 £	Indirect costs Year ended 31.3.25 £	Total costs Year ended 31.3.25 £
Raising funds	63,968	2,682	7,058	73,708
Psychotherapy services	<u>893,125</u>	<u>93,070</u>	<u>123,557</u>	<u>1,109,752</u>
	<u>957,093</u>	<u>95,752</u>	<u>130,615</u>	<u>1,183,460</u>

	Direct staff costs Year ended 31.3.24 £	Direct other costs Year ended 31.3.24 £	Indirect costs Year ended 31.3.24 £	Total costs Year ended 31.3.24 £
Raising funds	57,435	1,919	8,412	67,766
Psychotherapy services	<u>781,432</u>	<u>106,003</u>	<u>122,014</u>	<u>1,009,449</u>
	<u>838,867</u>	<u>107,922</u>	<u>130,426</u>	<u>1,077,215</u>

**Open Door, Young People's Consultation
Service**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2025**

7. SUPPORT COSTS

	Management £	Governance costs £	Totals £
Psychotherapy services	<u>1,075,002</u>	<u>34,750</u>	<u>1,109,752</u>

8. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	31.3.25 £	31.3.24 £
Auditors' remuneration	10,065	9,405
Depreciation - owned assets	<u>14,692</u>	<u>13,198</u>

9. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2025 nor for the year ended 31 March 2024.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2025 nor for the year ended 31 March 2024.

10. STAFF COSTS

	31.3.25 £	31.3.24 £
Wages and salaries	855,153	754,577
Social security costs	77,358	62,685
Other pension costs	<u>24,582</u>	<u>21,605</u>
	<u>957,093</u>	<u>838,867</u>

The average monthly number of employees during the year was as follows:

	31.3.25	31.3.24
Average number of employees	<u>29</u>	<u>30</u>

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	31.3.25	31.3.24
£60,001 - £70,000	2	1
£70,001 - £80,000	<u>1</u>	<u>-</u>
	<u>3</u>	<u>1</u>

**Open Door, Young People's Consultation
Service**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2025**

10. STAFF COSTS - continued

The total employee remuneration and benefits of the key management personnel of the Charity were £82,400 (2024: £71,497).

11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	317,944	62,419	380,363
Charitable activities			
Psychotherapy services	705,927	301,018	1,006,945
Investment income	<u>22,280</u>	<u>-</u>	<u>22,280</u>
Total	<u>1,046,151</u>	<u>363,437</u>	<u>1,409,588</u>
EXPENDITURE ON			
Raising funds			
Fundraising costs	<u>67,766</u>	<u>-</u>	<u>67,766</u>
	67,766	-	67,766
Charitable activities			
Psychotherapy services	<u>616,872</u>	<u>392,577</u>	<u>1,009,449</u>
Total	<u>684,638</u>	<u>392,577</u>	<u>1,077,215</u>
NET INCOME/(EXPENDITURE)	361,513	(29,140)	332,373
RECONCILIATION OF FUNDS			
Total funds brought forward	<u>814,618</u>	<u>29,140</u>	<u>843,758</u>
TOTAL FUNDS CARRIED FORWARD	<u><u>1,176,131</u></u>	<u><u>-</u></u>	<u><u>1,176,131</u></u>

**Open Door, Young People's Consultation
Service**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2025**

12. TANGIBLE FIXED ASSETS

	Freehold property £	Fixtures and fittings £	Computer equipment £	Totals £
COST				
At 1 April 2024	305,457	17,078	56,592	379,127
Additions	-	-	46,428	46,428
At 31 March 2025	<u>305,457</u>	<u>17,078</u>	<u>103,020</u>	<u>425,555</u>
DEPRECIATION				
At 1 April 2024	-	10,388	47,248	57,636
Charge for year	-	3,415	11,277	14,692
At 31 March 2025	-	<u>13,803</u>	<u>58,525</u>	<u>72,328</u>
NET BOOK VALUE				
At 31 March 2025	<u>305,457</u>	<u>3,275</u>	<u>44,495</u>	<u>353,227</u>
At 31 March 2024	<u>305,457</u>	<u>6,690</u>	<u>9,344</u>	<u>321,491</u>

13. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.25 £	31.3.24 £
Accounts receivable	9,042	29,888
Other debtors	2,858	2,974
Accrued income	-	50,000
Prepayments	<u>3,189</u>	<u>456</u>
	<u>15,089</u>	<u>83,318</u>

**Open Door, Young People's Consultation
Service**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2025**

14. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.25	31.3.24
	£	£
Accounts payable	9,080	4,605
Social security and other taxes	24,937	21,122
Other creditors	1,114	393
Accruals	10,132	9,405
Deferred income	<u>63,608</u>	<u>103,019</u>
	<u><u>108,871</u></u>	<u><u>138,544</u></u>

15. MOVEMENT IN FUNDS

	At 1.4.24	Net movement in funds	Transfers between funds	At 31.3.25
	£	£	£	£
Unrestricted funds				
General fund	720,066	408,983	(69,245)	1,059,804
Capital - buildings	305,457	-	-	305,457
Capital - equipment	23,969	(14,693)	38,495	47,771
Property maintenance reserve	17,250	-	30,750	48,000
Development of the service	<u>109,389</u>	<u>-</u>	<u>-</u>	<u>109,389</u>
	<u>1,176,131</u>	<u>394,290</u>	<u>-</u>	<u>1,570,421</u>
TOTAL FUNDS	<u><u>1,176,131</u></u>	<u><u>394,290</u></u>	<u><u>-</u></u>	<u><u>1,570,421</u></u>

**Open Door, Young People's Consultation
Service**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2025**

15. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	1,237,804	(828,821)	408,983
Capital - equipment	-	(14,693)	(14,693)
	1,237,804	(843,514)	394,290
Restricted funds			
BBC Children In Need	17,498	(17,498)	-
The Youth Futures Fund	20,000	(20,000)	-
NCL Inequalities Fund	165,500	(165,500)	-
NCL Inequalities Fund - The Tottenham Hotspur Foundation	50,000	(50,000)	-
NCL Inequalities Fund - Deep Black	35,000	(35,000)	-
The Prudence Trust – Impact Grant	44,642	(44,642)	-
The Leathersellers' Foundation – Capital Grant	7,306	(7,306)	-
	339,946	(339,946)	-
TOTAL FUNDS	<u>1,577,750</u>	<u>(1,183,460)</u>	<u>394,290</u>

Comparatives for movement in funds

	At 1.4.23 £	Net movement in funds £	At 31.3.24 £
Unrestricted funds			
General fund	345,355	374,711	720,066
Capital - buildings	305,457	-	305,457
Capital - equipment	37,167	(13,198)	23,969
Property maintenance reserve	17,250	-	17,250
Development of the service	109,389	-	109,389
	814,618	361,513	1,176,131
Restricted funds			
National Lottery Community Fund	9,966	(9,966)	-
The Clothworkers' Foundation	19,174	(19,174)	-
	29,140	(29,140)	-
TOTAL FUNDS	<u>843,758</u>	<u>332,373</u>	<u>1,176,131</u>

**Open Door, Young People's Consultation
Service**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2025**

15. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	1,046,151	(671,440)	374,711
Capital - equipment	-	(13,198)	(13,198)
	1,046,151	(684,638)	361,513
Restricted funds			
The Home Cooked Programme	2,486	(2,486)	-
BBC Children In Need	34,933	(34,933)	-
The Youth Futures Fund	20,000	(20,000)	-
The Mrs Smith & Mount Trust	5,000	(5,000)	-
NCEL Winter Pressures Fund	50,518	(50,518)	-
NCL Inequalities Fund	165,500	(165,500)	-
NCL Inequalities Fund - The Tottenham Hotspur Foundation	50,000	(50,000)	-
NCL Inequalities Fund - Deep Black	35,000	(35,000)	-
National Lottery Community Fund	-	(9,966)	(9,966)
The Clothworkers' Foundation	-	(19,174)	(19,174)
	363,437	(392,577)	(29,140)
TOTAL FUNDS	<u>1,409,588</u>	<u>(1,077,215)</u>	<u>332,373</u>

Capital - equipment and buildings

To assist in calculation of the available reserves, and due to the large balance of assets on the balance sheet, the Trustees have set aside the net book value of the fixed assets within a designated fund.

Historically there was also a restricted fund balance for the buildings as a result of funding received to fund significant building improvements including an extension in prior periods. During the previous period clarification was sought from the funders to establish if they held a restriction over future use of the extension. As the funders do not hold any covenant or restriction over the building the buildings have now been treated as unrestricted in their entirety.

Property maintenance reserve

In the current financial year, this reserve was increased from £17,250 to £48,000.

This reserve was created in 2013/14 with the intention of increasing the amount over the forthcoming years, to make sure the Charity has sufficient reserves for internal and external redecoration in the short term, and replacement of roof, windows, central heating and other significant repairs in the long term.

**Open Door, Young People's Consultation
Service**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2025**

15. MOVEMENT IN FUNDS - continued

Development of the service

A very generous donation of £198,000 was awarded to Open Door in May 2018. The donor, who wishes to remain anonymous, stipulated that the money be used to directly benefit the young people, parents and carers who access Open Door. The Trustees have prudently set this aside as a designated fund for development of the service over the next few years. Higher than anticipated income generation in 2024/25 has enabled us to carry these funds forwards into 2025/26.

National Lottery Community Fund

This is a grant for work in the East of the Borough.

The Clothworkers' Foundation

This is a grant for a new roof and bay window.

The Home Cooked Programme

This is a grant for provision to service users in Tottenham Hale ward.

BBC Children In Need

This is a grant for provision of services to under-18s in the East of the Borough.

The Youth Futures Fund

This is a grant for provision of services to over-18s in the East of the Borough.

The Mrs Smith & Mount Trust

This is a grant for provision of therapy to service users of the charity Sister System.

NCEL Winter Pressures Fund

This is a grant for work to reduce healthcare inequalities.

NCL Inequalities Fund

This is a contract for work to reduce healthcare inequalities.

NCL Inequalities Fund - The Tottenham Hotspur Foundation

This is a partner payment to Tottenham Hotspur Foundation as part of the inequalities contract.

NCL Inequalities Fund - Deep Black

This is a partner payment to VSO Deep Black as part of the inequalities contract.

The Leathersellers' Foundation – Capital Grant

This is a grant for new windows for two therapy rooms.

The Prudence Trust – Impact Grant

This is a grant for an “Impact and Evaluation” research project.

Transfers between funds

The transfer between general funds and Capital - equipment fund represents tangible fixed asset additions in the year.

**Open Door, Young People's Consultation
Service**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2025**

16. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2025 nor the prior year ended 31 March 2024.

Accounts

REGISTERED COMPANY NUMBER: 02270443 (England and Wales)

REGISTERED CHARITY NUMBER: 299707



open door

Better mental health
for young people

Report of the Trustees and

Financial Statements for the Year Ended 31 March 2024

for

Open Door, Young People's Consultation
Service

DUX Advisory Limited
Chartered Accountants and
Statutory Auditors
Kennel Club House
Gatehouse Way
Aylesbury
Buckinghamshire
HP19 8DB

**Open Door, Young People's Consultation
Service**

**Contents of the Financial Statements
for the Year Ended 31 March 2024**

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Open Door, Young People's Consultation Service

Report of the Trustees for the Year Ended 31 March 2024

The Board of Trustees, who are also directors of the Charity for the purposes of the Companies Act, and trustees for charity law purposes, submit their annual report and the financial statements of Open Door, Young People's Consultation Service for the year ended 31 March 2024.

The Board of Trustees confirms that the annual report and financial statements of the Charity comply with current statutory requirements, including the Charity Act 2011, as well as the requirements of the Charity's governing document and the provisions of the 'Charities SORP (FRS 102) - 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) second edition (effective 1 January 2019)', the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), and the Companies Act 2006.

Overview

This past year - with the ongoing fallout from health and economic crises - has been one of the most challenging periods that we have faced in our 47 year history. The communities that we serve across Haringey and beyond have been hit hard, with a marked deterioration in the mental health of many young people. As an organisation delivering counselling and psychotherapy to young people, we have felt the impact.

The trends that we have seen at Open Door include high numbers of 12-18-year olds wanting our help, and exceptionally high levels of complexity and severity. As we have confronted this, we have also had to be mindful of the impact that this has had on our own staff.

In 2023/24, we were able to support 861 young people, parents and carers, and to offer 9670 clinical appointments, our highest delivery ever. We developed and strengthened partnerships to support more young people in particular need, including care leavers, autistic young people and those impacted by health inequality and multiple deprivation.

We continued to think hard about the impact of the work that we do on both the young people and their parents. This report goes into some detail about the way that we measure outcomes and effectiveness, and the difference that we make to young people's lives. This focus lies at the heart of all that we do. It's how we learn and improve, building on evidence that we've gathered across the decades.

We are very grateful for the firm support we have received from partners and funders over the year. This has enabled us to strengthen the service at this time of great need. We maintained record high levels of service delivery and provided specialist initial assessments within 4 weeks of referral. But we also must acknowledge the challenges that we faced, where funding did not keep pace with demand for our services. This year our young adult service was able to partially, but not fully, reopen for new referrals. We reopened for some of our most vulnerable groups including 18-25-year-old care leavers.

Open Door remains a pivotal and popular service within the community. Despite challenges, in 23/24 we again made a significant impact on improving the mental health and lives of 12-24-year-olds in Haringey. Our outcomes remained strong within a local, national and international context.

Open Door, Young People's Consultation Service

Report of the Trustees for the Year Ended 31 March 2024

OBJECTIVES AND ACTIVITIES

Objectives and aims

Based in Haringey, North London, Open Door was founded in 1976 and incorporated as a registered charity on 21 July 1988 and a company limited by guarantee on 23 June 1988.

Open Door aims to improve the life chances and mental health of young people in Haringey aged 12-24 by providing an accessible and effective psychotherapy service. The transition through adolescence to adulthood is a key period, often defined by huge challenges but where the right interventions can achieve real and enduring change.

We are dedicated to helping young people feel more in control of their lives, make positive choices, fulfil their potential and prevent social exclusion. We aim to reduce the risk of self-harm of different kinds and alleviate the effects of abuse, trauma and mental ill health.

We also recognise the need to support parents and carers to better understand their adolescent and young adult children, improve relationships and prevent family breakdown.

To fulfil our objectives, Open Door undertakes the following activities:

Service provision - Open Door provides a range of psychological therapies to young people aged 12-24 experiencing difficulties including: depression, anxiety, self-harm, sexual abuse and exploitation, bullying and violence, drug and alcohol misuse, problematic internet use and gender identity issues. We also offer specialist support for parents and carers facing the particular challenges of parenting teenagers and young adults.

Our service includes:

- Specialist therapeutic assessment within 4 weeks of referral with an experienced therapist;
- Evidence-informed, culturally sensitive therapy and support including: Psychoanalytic/Psychodynamic Psychotherapy, Cognitive Behavioural Therapy (CBT), Trauma Focussed Therapies, a therapeutic football group and an innovative parent/carer support service;
- Support is offered on short-, medium- and longer-term basis;
- Co-production with young people and families. All therapy and care plans are co-produced. We have strong and well-used feedback mechanisms for our service users which inform service development;
- Consultation, reflective practice and supervision to other professionals and partners in Haringey.

Research, Evaluation and Dissemination - Open Door undertakes comprehensive evaluation of all its therapeutic interventions as well as specific clinical research projects, and disseminates findings in published papers, media reports and conference presentations. This year we were also featured in the Evening Standard Winter Appeal, enabling 2 young people to share the benefits they had gained from having psychotherapy at Open Door.

Engagement in service improvement and training - Open Door actively participates in local and national networks on behalf of its beneficiaries in order to improve service provision and raise awareness of adolescent mental health more widely. Open Door also supports professional trainings.

Our ambition is to make high quality, relevant and effective talking therapies as accessible as possible to all young people in Haringey.

Delivering Public Benefit

Open Door's objectives and activities fully reflect the purposes that the Charity was set up to further.

75% of adult mental health problems emerge by the age of 24. However, young people battling with their mental health find it exceptionally hard to access the right support. They may struggle to access or attend statutory services, experience them as stigmatising or not for them.

Open Door has a vital role to play in meeting the needs of local vulnerable young people aged 12-24. By intervening early, our work helps prevent lifelong difficulties which can have profound and sometimes tragic consequences.

Open Door, Young People's Consultation Service

Report of the Trustees for the Year Ended 31 March 2024

The Trustees have followed the guidance issued by the Charity Commission with regards to the public benefit arising from the activities undertaken by Open Door. The Trustees are satisfied that the services provided by Open Door fully meet the principles of public benefit as set out in the Charity Commission Guidance.

Delivering Accessibility

It is exceptionally hard for a young person to ask for help when they face mental health problems, and often even harder to find a service that will accept them and provide the right support.

From our launch, we have focussed on being as accessible as possible to those who need help.

We believe that asking for help should be as simple as possible for young people in need, and that it is important to remove as many barriers as possible.

Young people and parents/carers can refer themselves to the service. We also take professional referrals, but most referrals are self-referrals.

We are a service that has as few 'exclusion criteria' as possible. The majority of those who contact us will be offered a service.

We focus on creating a service that is welcoming, both in terms of how we treat young people, but also where we see them, in settings that are non-stigmatising and community-based. We deliver work in our base in Crouch End and in Open Door Tottenham, in our rooms at the Tramperry, as well as the Haringey Autism Hub and at Mulberry Woodside Academy, also based in Tottenham. Now in its twelfth year, our Tottenham service remains key to achieving this ambition and to improving the mental health of young people in the East of the Borough.

We work collaboratively and in partnership with others to enable access to help for some of Haringey's most vulnerable groups.

We deliver some appointments online, but by far the majority are in-person, because this is what young people want. Appointments are offered Monday-Friday, including sessions after school/work.

Delivering Effectiveness

We have a responsibility to ensure that our work makes a real difference to the lives of the young people we serve, and - by extension - their families and the communities around them.

We take this responsibility exceptionally seriously.

The 2019 NHS Improvement Review identified Open Door's commitment to evidence-based and outcome-driven practice as "exceptional within a national context".

Later in this report, we describe some of the measures that we use, qualitative and quantitative, to assess the impact of our work on young people. We have systems and processes that ensure that young people's voices are at the heart of all that we do.

Effectiveness also demands an uncompromising commitment to recruiting and retaining the best staff. The work that we do is sensitive, complex and challenging. There are no shortcuts.

Our team is highly-trained and professionally-accredited, with specialist expertise in working therapeutically with adolescents, young adults and their parents and carers. Most have trained to Masters and Doctoral level. They work at Open Door because they are passionate about improving the mental health of young people and want to reduce barriers to talking therapy.

**Open Door, Young People's Consultation
Service**

**Report of the Trustees
for the Year Ended 31 March 2024**

STRATEGIC REPORT

Achievement and performance

Open Door Service Activity 2023/24

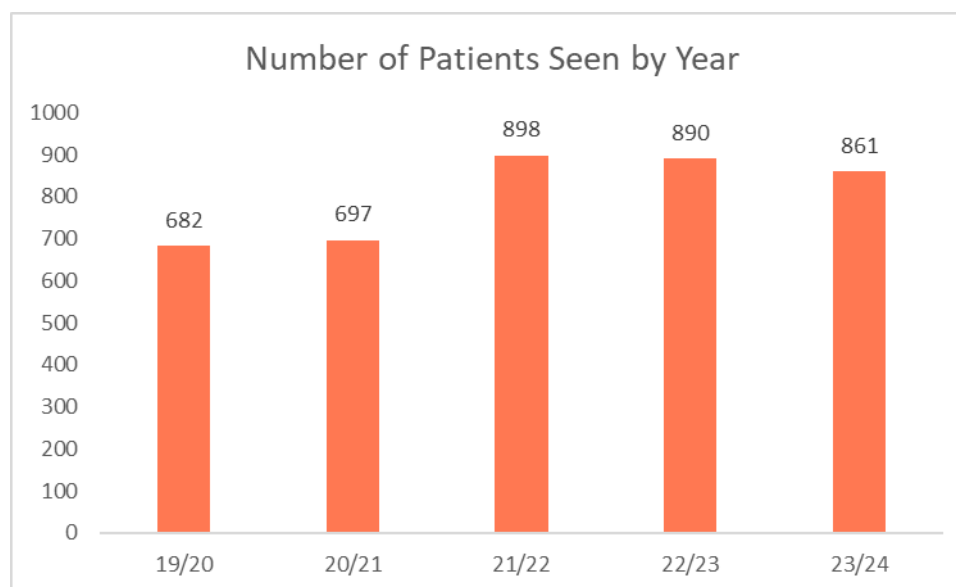
Open Door maintained high levels of service delivery in 2023/24. We supported 861 young people, parents and carers and offered 9670 clinical contacts. This was despite having closed the waiting list for over 18s (except for small specific projects) in August 2022.

Open Door number of patients seen

No of patients	2023/24
Under 18s (core service)	560
Under 18s (schools)	91
Over 18s (at referral)	100
Parent Service	110
WHOLE SERVICE	861

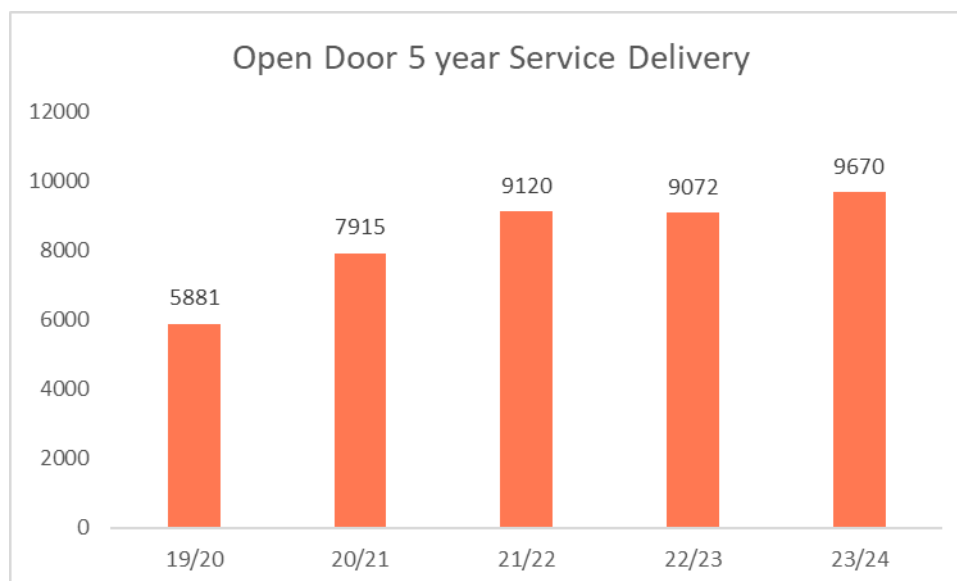
Open Door Clinical Contacts (offered)

Clinical Contacts	2023/24
Under 18s (core service)	6064
Under 18s (schools)	937
Over 18s (at referral)	1901
Parent Service	768
WHOLE SERVICE	9670



**Open Door, Young People's Consultation
Service**

**Report of the Trustees
for the Year Ended 31 March 2024**



- Open Door maintained high attendance rates and engagement with young people, parents/carers
- 5% of contacts offered were specialist Initial Assessments (within 4 weeks of referral)
- 80% of contacts were treatment appointments (ongoing therapy)
- In addition, 12% were essential professional/or network meetings needed to support the young person holistically (for example, meetings with social care, health, education etc)
- 82% of contacts offered were attended, 12% were cancelled, 6% were missed.

Internal transition age-group- The gap between child and adult services

Not only does Open Door provide a service for young adults post 18, but we are a unique service in the Borough as we do not discharge young people at 18. This means that young people who seek help at 17 do not face a cut off and transfer. Instead, they are able to complete their care in one place.

In addition to the young adults referred to us aged 18-24, we also worked with an internal 'transition group' of young people who crossed this age barrier. This included significant numbers of young people from vulnerable groups known to face inequality of access, experience and outcomes in mental health support

No. of 'internal transition' young people	2023/24
No. who were referred before 18 but discharged post 18 (included in numbers above and below)	103

Referrals

Open Door Referrals and closures 23/24

Age category (age at referral)	New Referrals	Referrals closed
Under 18s	314	317
Over 18s	33	63
Parent Service	78	52
WHOLE SERVICE	425	432

- 74% of referrals of under 18s to core service were self-referrals
- 26% were professional referrals (via CAMHS access)

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- 95% of new young adult referrals came via professional referral in 23/24 due to us closing the waiting list for new referrals, except for those for specific commissioned projects; this included taking referrals for Haringey care leavers and autistic young people seen at the Autism hub.
- 97% of referrals were accepted.

Waiting Lists and Waiting Times

Average Waiting times across the year

Year	Referral to Assessment (no of weeks) 4WW target	Assessment to treatment (no of weeks)
2023/24	2	44

Waiting lists across the service remained high despite our continued high levels of service delivery.

Assessment of Need and Outcomes for Young People who Completed Therapy in 23/24

Who did we help in 2023/24?

In 23/24 we developed our reach to make therapy available to even more young people in need.

Our specialist projects and partnerships focused on supporting:

- Autistic young people
- Care Leavers
- Young people who have experienced inequality and multiple forms of deprivation
- Young people at risk of school exclusion

Of the 751 young people who attended Open Door:

- 1 in 4 were neurodivergent
- 1 in 4 had experienced abuse or neglect
- 1 in 3 lived in IMDQ1 (Index of Multiple Deprivation Quintile 1 -the 20% most multiply deprived postcodes in the country)
- Almost half had experienced trauma
- 1 in 3 were struggling with attendance and/or attainment in education, work or training.
- **Over half reported suicidal thinking.**

If not supported during these crucial years, such childhood experiences put children and young people at significant risk in terms of future mental ill health, substance misuse, social exclusion, conduct and relationship difficulties.

Our own evidence from many years of clinical practice and evaluation suggests that whilst adolescence and early adulthood are periods of greater vulnerability, they are also periods when significant positive psychological change can occur; with the right approach, in the right setting, the outcomes and life chances of young people can be significantly enhanced.

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Presenting Difficulties, Complexity and Contextual factors

Presenting difficulties	Whole service%
Depression	87%
Anxiety	79%
Family relationship difficulties	72%
Peer relationship difficulties	71%
Suicidal thoughts/ thoughts of harming self	57%
Attachment difficulties to parent/carers	52%
Anger/aggression	49%
Disturbed by traumatic event	46%
Concentration/ hyperactivity	44%
Bullying victim or perpetrator	37%
Self-harm	35%
Eating issues	33%

Selected Complexity factors	Percentage
Autistic/Neurodivergent	24%
Previous CAMHS	23%
Current CAMHS	10%
Experienced abuse/neglect	26%
Parental health issues	23%

Selected Complexity factors	Number of yp
Looked After Child/Care leaver	44
Child Protection Plan	15
Child in Need	26
Contact with youth justice system	22
EHCP	43
Young parents	9

Contextual problems

Employment, Education and Training	%
Attendance difficulties	33%
Attainment difficulties	39%

Outcomes- young people who completed therapy in 23/24

How does Open Door measure change?

Open Door's therapy services are fully evaluated using a comprehensive system of clinically validated, standardised, and bespoke measures. We aim to capture holistic needs and progress for young people worked with.?

To understand impact, we need to know: What do young people tell us? What do therapists see? What do clinically validated measures and professional assessments show?

We gather a combination of:

1. Young person self-reported, clinically validated mental health measures?

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2. Therapist assessed, standardised, and bespoke measures about areas of concern and progress?
3. Co-produced 'Goal based outcomes' for therapy, decided by young person, in discussion with their therapist and rated by the young person?
4. Feedback from young people about their experience of Open Door (quantitative and qualitative)?

Self-rated, validated clinical outcome measures

Young person self-rated validated clinical measures at start: PHQ9 is a widely used validated measure to assess depression and we find it helpful clinically and on a service level to measure areas of difficulty, risk and change. It is the validated measure that can be used with under and over 18s in the service. In addition to rates of overall depression, it is another way that young people can tell us about thoughts about hurting themselves.

Completed treatment 23/24: Paired Outcome Measure compliance PHQ-9	91%
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What is expected change?
<i>A recent international and systematic review, and meta-analysis of change in self-reported measures for depressed and anxious young people accessing specialist mental health services, found that 'The individual-level change on measures of self-report was 38% reliable improvement, 44% no reliable change, and 6% reliable deterioration'. Bear et al (2020) J Am Acad Child Adolesc Psychiatry;59(7):810-841.</i>

PHQ-9	Started with moderate to severe depression	Improvement	Significant	Reliable	Ended no longer in clinical range at all: 'Recovered'
Whole service	71%	81%	58%	53%	48%
Under 18s	66%	81%	57%	52%	47%
Over 18s	95%	80%	60%	55%	50%

At the start 63% reported on the PHQ-9 that they were having thoughts of being better off dead or harming themselves. The frequency of these thoughts ranged from 'some of the days' to 'nearly every day'.

CORE (over 18s only)	Clinical range	% improvement	Ended in non-clinical
Functioning	95%	80%	50%
Risk	75%	80%	67%

Goals Based Outcomes

In addition to the validated clinical measures like the PHQ9 above, young people complete their own personal hopes and goals for what they hope will change through coming to therapy at Open Door.

These individual goals add meaning and depth to the outcome picture that can't be captured by numbers alone. They tell something of the real lives and struggles of each young person and the bravery with which they come to Open Door. They decide them with their therapist at the start and score them at the beginning. They then review them together during and at the end of therapy and score progress.

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What progress looks like- Examples of Goals

Hope to reduce
<i>"I want to not bottle things up so much"</i>
<i>"I want to reduce the noise in my head"</i>
<i>"I want to stop self-harming"</i>
Hope to understand
<i>"I want to understand my fear of rejection"</i>
<i>"I want to understand why I self-destruct"</i>
Hope to develop
<i>"I want to eat without guilt"</i>
<i>"I want to learn to respect and accept myself"</i>
<i>"I want to get back to school"</i>

70% of those who completed treatment rated goals.

100% reported progress in at least one goal

Beyond Therapy and into the community

Area of Need	Improvement
Drugs/alcohol	77%
Relationships	87%
Independence	94%
Self-care	92%
Self-harm	90%
Self-image	85%
Social isolation	87%
Violence/aggressive behaviour	87%
Anxiety	88%
Engagement in education, employment or training)	68%
Concentration	81%

This table summarises the impact of psychotherapy at Open Door on young people, highlighting improvements beyond diagnostic criteria and how young people left therapy at Open Door with more hopeful developmental trajectories and life chances.

Young People's Voice- listening to their experience- what helped and what could be improved

All young people are asked to complete an Experience of Service Questionnaire (CHI-ESQ) at the end of therapy. It gives an opportunity to feedback their experience of Open Door in their own words, as well as in numbers.

In 23/24 young people gave overwhelmingly positive feedback about their experience at Open Door. These are responses from the young people who completed treatment.

	% Certainly/Partly True
I feel the people who saw me listened to me	98%
My views and worries were taken seriously	97%
I was treated well by the people who saw me	99%
Overall, the help I received here is good	98%
If a friend needed this kind of help, I would suggest them to come here	94%

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Young People's Voice- Examples

What was really good about your care?
<i>"Taking the time to understand me- I never felt judged"</i>
<i>"The amount of sessions"</i>
<i>"I had a space to talk through my issues and it helped. I also had more sessions that I may have had in other/NHS services."</i>
<i>"I felt I was really understood, especially when my mood was very low."</i>
<i>"I always felt listened to, reception staff are extremely friendly, if I have any issues it was easy to contact someone."</i>
<i>"It helped me to cope"</i>
<i>"My therapist actively engaged with what I was telling her and helped me see another perspective."</i>
<i>"The support. I feel like if something goes wrong, I know where to go"</i>
<i>"Coming here gives me hope"</i>
Was there anything you didn't like or needs improving?
<i>"Waiting times, surprise surprise"</i>
<i>"I want the room to be bigger"</i>
Is there anything else you want to tell us about the service you received?
<i>"It's been extremely helpful and I'm very grateful!"</i>
<i>"Thank you for getting rid of the cone shaped cups!" (in response to us acting on previous feedback)</i>

Feedback from young people about what could be improved

We also received some other helpful thoughts about what could be improved. This included ideas about furnishing and some aspects of communication. We appreciate all the responses and ideas and will be developing aspects of the service in response

Feedback from parents/carers was also strong:

Parent/Carer Voice- Examples

What was really good about your care?
<i>"Gave me support and ideas to improve my relationship with my daughter. I have a better understanding of her needs and am learning to support her more positively."</i>
<i>"The therapist was reassuring, kind, listened. Significantly they enabled us to understand and empathise with our son and change our behaviour and parenting approaches in ways that helped him and us be more happy."</i>
Was there anything you didn't like or needs improving?
<i>"When we first contacted Open Door we were experiencing a crisis. It was good to know that we had joined a waiting list, but would have been even better if we were able to start the support sooner. I totally understand that this is a resourcing issue that is out of Open Door's control, but feel it's worth mentioning in case testimonials like this might help support funding bids."</i>
<i>"It is not about improving but it is a shame that over 18 services are closed. It is really difficult to find any services for over 18 at the moment with funding issue"</i>

**Open Door, Young People's Consultation
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**Report of the Trustees
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Is there anything else you want to tell us about the service you received?

"It has been a lifeline. Completely saved me from having a breakdown especially as there was nowhere else to turn to. Still nowhere else."

"Being supported by Open Door has been brilliant. it has helped us to work better as a family and to develop skills, and confidence, to parent our teenagers going forwards."

"We have established some very helpful approaches, and I don't think we could have developed these alone, especially during a challenging time. I wish all parents could have this sort of support."

Projects and Partnerships

In addition to our core service, Open Door has developed partnerships and projects in line with our strategy to support communities where access to mental health support has been historically low.

NCL Inequalities Fund in Haringey (Mental Health, Arts and Sports Project)

This year, Open Door became the lead for the North Central London ICB commissioned, Haringey inequalities project that we have worked on for the previous 2 years. This multi-agency work focuses on supporting children and young people who have experienced multiple deprivation and aims to reduce the impact of inequality on child and adolescent mental health. It supports young people who do not ordinarily access statutory CAMHS. Partner organisations were funded to deliver a combination of sports (The Tottenham Hotspur Foundation), creative arts (deep:black), psychotherapy, and a school-based therapeutic football group (Open Door). This year Open Door's therapeutic football group, 'Finding your Feet' was facilitated by an Open Door psychotherapist and a Tottenham Hotspur Foundation football coach working together, enabling young people to access specialist therapeutic support in a new, creative way.

Haringey Autism Hub

Open Door has continued the partnership with #ActuallyHaringey Autism Hub for a third year, offering psychotherapy to autistic 16-24-year-olds one day a week alongside the social, educational, and training activities provided by the Actually Haringey team, in the co-designed hub for autistic adults. This remains an important partnership, given our commitment to health equality and the high numbers of autistic young adults we work with who need holistic support in their transition to adulthood.

Sister System

In 2023-24, we continued the partnership working with Sister System for a second year. Sister System is a voluntary sector organisation who we are co-located with in Tottenham; this is work with care-experienced girls and young women mainly from global majority communities. This work consisted of direct therapeutic assessments and therapy sessions for Sister System service users, and consultation work with Sister System mentors.

Care Leavers

In November 2022 we received funding from NCL ICB for a one-year project, delivered in partnership with First Step (Tavistock and Portman NHS Foundation Trust) and the Haringey Young Adult service (Haringey Leaving Care Team), to provide a joined-up offer of support to Haringey Care Leavers. Open Door provided therapeutic assessment, psychotherapy and trauma focused work to 16-24-year-olds who were leaving the care system. This project ended in November 2023. However, we were able to continue this vital work with this group through young adult funding from the ICB and other trusts.

Autism Support

In November 2022 we received funding from NCL ICB for 12 months for a project in partnership with the Markfield Project to provide therapeutic support to young people and parents during the autism diagnostic process. This funding continued with a further grant for work from November 2023-March 2024 and has been recommissioned for 2024-25.

Open Door, Young People's Consultation Service

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Open Door Schools Service

Open Door's school service in Mulberry Woodside Academy continued into its 3rd year. It ran 5 days/week and was able to support young people, with a more intensive mental health support provision than is usually available within a mainstream setting. Woodside is an outstanding community-oriented school serving an area of high need and deprivation encompassing Wood Green and Tottenham

After many successful years in Newman Catholic College in the London Borough of Brent, we decided to focus on our school provision within Haringey and the work in Newman College ended in July 2023.

Trainees/training

In 2023/24 we provided training placements to four NHS funded, ACP accredited Child and Adolescent Psychotherapy trainees in partnership with the Tavistock and Portman NHS Foundation Trust, IPCAPA (Independent Psychoanalytic Child and Adolescent Psychotherapy Association) and Barnet and Enfield NHS Mental Health Trust. Our school service is part-delivered by trainees from the Tavistock Clinic. The clinical team has also benefitted from training in EMDR and in SEND training including EHCPs and Autism.

Volunteers

Over the year, two honorary therapists contributed to our clinical service. We had further voluntary input to the non-clinical aspects of the service including research, for which we are extremely grateful.

Research

We continued work on our small Randomised Controlled Trial (RCT) research project into the efficacy of Open Door's manualised parenting intervention - the Open Door Approach to Parenting Teenagers (APT). We aim to conclude this research in 2024/25.

System Collaborations and Networks

In addition to our training partnerships, Open Door recognises the importance of participating in and developing networks in order to ensure that the mental health needs of young people continue to be represented in service development in the statutory and voluntary sectors.

In 2023/24, Open Door remained a central member of the Haringey Children and Young People's Mental Health and Wellbeing Executive, the NCL 16-25 year old mental health Steering and Strategy Group, the Haringey SEND Health Reference Group, the Haringey Child in Care Steering Group, the Haringey Autism All Age Strategy Group (2021-2031) and the North Central London Mental Health Service Review Programme Board, overseeing the Strategic Review of Mental Health Services across Barnet, Enfield, Haringey, Camden, and Islington.

Throughout the year, Open Door continued to participate in the Haringey Suicide Prevention Group and the Borough's Voluntary and Community Sector Forum.

Facilities Improvement

The glass roof linking the main building to the rear extension was replaced in June 2023.

Essential maintenance work to the front elevation was undertaken in October 2023 to repair the front elevation plasterwork, guttering and rear windowsills at the Crouch End premises.

The fire alarm has been upgraded to a monitored alarm system.

**Open Door, Young People's Consultation
Service**

**Report of the Trustees
for the Year Ended 31 March 2024**

STRATEGIC REPORT

Achievement and performance

Fundraising/donations

Higher than anticipated income generation in 2023/24 enabled us to carry forward the funds, allocated to that year from a large previous donation, into 2024/25 which has meant that once again, we are able to sustain the service expansion of the last 4 years.

We are very grateful to the following funders, donors, community fundraisers and supporters, who made all of the work detailed in this report possible:

Funders

BBC Children in Need
NCEL Winter Pressures Fund (via Compass Wellbeing)
North Central London Integrated Care Board
The Clothworkers' Foundation
The Drapers' Charitable Fund
The Evening Standard Dispossessed Fund Winter Appeal
The Home Cooked Programme (via the Bridge Renewal Trust)
The Leathersellers' Foundation
The London Community Foundation (Youth Futures Fund)
The Mrs Smith & Mount Trust
The National Lottery Community Fund Awards for All
The Prudence Trust

Donors, supporters and community fundraisers

This year we received total fundraising activity (individual and corporate donations) above the target of £10,000 to £225,129. This included two very generous donations of £100,000 from private donors.

We are very grateful to everyone who supported us including:

The Mayor of Haringey (Lester Buxton)
Rick Morrison
Sarah Caldecott
Wil Pennycock and Michael Nolan
The Rotary Club
Crouch End Christmas Fair
Crouch End Open Studios
Hornsey School for Girls
Tom Crispin

All donors recognised the value for Open Door of unrestricted funding in the face of funding uncertainty and the burden of different reporting requirements for a charity our size. They understand there are costs involved in maintaining the service to the highest standard which are not always easy to fund through other means. Open Door will ensure that funds are used to maximise the difference that we are able to make to the mental health of young people.

**Open Door, Young People's Consultation
Service**

**Report of the Trustees
for the Year Ended 31 March 2024**

STRATEGIC REPORT

Financial review

Financial position

During the current financial year the Charity achieved a surplus of £323,373 (2023: £73,445). This resulted in total reserves increasing in the year to £1,176,131 (2023: £843,758).

The Trustees are satisfied with the financial performance of the Charity throughout the year.

Of the total reserves held at year end £1,176,131 (2023: £814,618) were unrestricted as to use, although only £720,066 (2023: £345,355) was available as general funds as a result of designations made to cover the net book value of fixed assets and to cover future development of the service.

Reserves policy

The Trustees have set a reserves policy that the Charity should hold a minimum unrestricted general reserve equivalent to three months salary and overhead expenditure - approximately £307,000. The current level of £720,066 is safely above this level, but not deemed to be excessive.

Report of the Trustees
for the Year Ended 31 March 2024

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Open Door is registered under the Companies Act 2006 as a company limited by guarantee and not having a share capital.

Open Door is a registered charity constituted as a Limited Company under its Memorandum and Articles of Association. The charity registration number is 299707 (England and Wales) and the company registration number is 02270443 (England and Wales).

Organisational Structure

Open Door's Board of Trustees meets 4 times per year and is responsible for the strategic direction and policy of the Charity, as well as oversight of the Charity's operations.

Board sub-committees are set up as required to consider specific issues. The day to day running of the Charity is delegated to the Director/CEO who in March 2024 was supported by a 1.8 FTE Senior Clinical Management Team and a 0.8 Operations Manager who report to the Director/CEO. The Director/CEO in turn reports to the Chair of Trustees.

Selection and appointment of Trustees

As set out in the Articles of Association, the Chair of Trustees is nominated at the Annual General Meeting.

The Trustees are directors of Open Door for the purpose of company law. Open Door's Articles of Association require a minimum of 5 Trustees. Trustees meet at least 4 times per year with a quorum of 3 trustees.

Trustees who have served for more than three consecutive years in office must stand for re-appointment. Trustees can serve up to a maximum of three consecutive terms before they must stand down for at least 12 months before being eligible to stand for office again.

The objective is to have a range of skillsets and experiences across fields that are relevant to the Charity's objectives. Their appointment is by resolution of the Board of Directors/Trustees following which the required legal documentation is completed.

Trustee Induction and Training

On their appointment, new Trustees are provided with information, in the form of an induction pack, on their role as a Trustee. Ongoing training is provided as required. All Trustees are DBS checked and undertake a Data Security Awareness training at induction. Those who do not have a current Safeguarding training also undertake Level 2 Safeguarding training at induction.

Staff remuneration

Staff salaries are set and reviewed by the Board in line with other internal roles and similar organisations in the charitable and public sector. The Board agreed to a staff salary increase in April 2023 in line with this.

Risk management

The Trustees have conducted their own review of the major risks to which the Charity is exposed, and systems and processes have been established to mitigate those risks.

Key risks under review for this period included:

1. Organisational stability

Over recent years, Open Door has enjoyed a relatively stable workforce and culture. Following the pandemic, recruitment was more challenging than it had been previously, in line with the national picture of CAMHS recruitment. In 23/24, we addressed issues of pay and workload, and all recruitment rounds this year have been successful. We have expanded the clinical team and staff satisfaction has been high, demonstrated by many therapists wanting to work additional days with Open Door. This is encouraging but we do not take it for granted- nationally, the recruitment crisis remains.

2. Income generation

The ability to maintain and increase income to meet the demand for our services is an ongoing challenge and risk.

**Open Door, Young People's Consultation
Service**

**Report of the Trustees
for the Year Ended 31 March 2024**

We have successfully maintained the significant service expansion made in 2020/21, and 2023/24 has been a successful year.

However, the sustainability of growth is by no means assured. The lack of longer-term contracts remains a challenge for all areas of service planning and staffing. We have also been advised that there may be a tender for our contract in the next year or so. In tandem with this uncertainty, the competition for charitable funding is more acute since the pandemic and cost of living crisis.

We worked hard in 2023/24 to put ourselves in the strongest position to protect and grow income, firstly by prioritising relationships with existing funders, reporting in full and on time the impact that their contributions have made to the service and its beneficiaries.

The Director/CEO remained very involved in high level networking, actively collaborating with relevant Haringey NHS and Local Authority bids and seeking every opportunity to build relationships across NCL ICS (North Central London Integrated Care System).

We remained committed to building diversified income streams. We continued to scope appropriate opportunities and to achieve good success rates with Trusts and Foundations, and community support.

Looking ahead to a possible tender, the Board of Trustees, CEO and Operations Manager are ensuring that we are 'tender ready' - reviewing data quality, governance, financial management, etc.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

02270443 (England and Wales)

Registered Charity number

299707

Registered office

12 Middle Lane
Crouch End
London
N8 8PL

Trustees

Ms K Cavanagh (appointed 18.7.23)
Ms K Simmons
Ms J Sternberg
Ms J Tefoglou
Ms J Shuttleworth
Ms A Alabi
Mr A R Boylan
Ms S MccGwire

Auditors

DUX Advisory Limited
Chartered Accountants and
Statutory Auditors
Kennel Club House
Gatehouse Way
Aylesbury
Buckinghamshire
HP19 8DB

**Report of the Trustees
for the Year Ended 31 March 2024**

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The Trustees are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and regulations. Company law requires the Trustees to prepare financial statements for each financial year. Under that law they are required to prepare the financial statements in accordance with UK Accounting Standards and applicable law (UK Generally Accepted Accounting Practice), including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland.

Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the excess of expenditure over income for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements 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 its activities.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and 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 have general responsibility for taking such steps as are reasonably open to them to safeguard the assets of the charitable company and to prevent and detect fraud and other irregularities.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the UK governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions. In addition, the Trustees confirm that they are happy that the content of the annual review on pages 5 to 15 of this document, as well as the legal and administrative information on page 4, meet the requirements of both the Trustees' Annual Report under charity law and the Directors' Report under company law.

They also confirm that the financial statements have been prepared in accordance with the accounting policies set out in the notes to the accounts and comply with the Charity's governing document, the Charities Act 2011, the 'Charities SORP (FRS 102) - 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) second edition (effective 1 January 2019)', the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The Trustees confirm that:

- so far as each Trustee is aware, there is no relevant information of which the Charity's auditor is unaware; and,
- each Trustee has taken all the steps that they should have taken as a Trustee/Director in order to make themselves aware of any relevant audit information and to establish that the Charity's auditor is aware of that information.

Preparation of the report

This report has been prepared taking advantage of the small companies exemption of section 415A of the Companies Act 2006, and the exemptions available for smaller charities under the Statement of Recommended Practice.

AUDITORS

The auditors, DUX Advisory Limited, will be proposed for re-appointment at the forthcoming Annual General Meeting.

Open Door, Young People's Consultation
Service

Report of the Trustees
for the Year Ended 31 March 2024

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on and signed on the board's behalf by:
26/11/2024

Karen Simmons

.....
Ms K Simmons - Trustee

**Report of the Independent Auditors to the Members of
Open Door, Young People's Consultation
Service**

Opinion

We have audited the financial statements of Open Door, Young People's Consultation Service (the 'charitable company') for the year ended 31 March 2024 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

**Report of the Independent Auditors to the Members of
Open Door, Young People's Consultation
Service**

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

**Report of the Independent Auditors to the Members of
Open Door, Young People's Consultation
Service**

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We obtained an understanding of the legal and regulatory frameworks applicable to the charity and the sector in which it operates. We determined that the following laws and regulations were most significant: The Companies Act 2006, The Charities Act 2011, UK GAAP, the UK Corporate Governance Code, UK corporate tax laws, Occupational Health and Safety regulations, and the Data Protection Act.
- We obtained an understanding of how the charity are complying with those legal and regulatory frameworks and made enquiries to the management of known or suspected instances of fraud and non-compliance with laws and regulations. We corroborated our enquiries through our review of board minutes.
- We assessed the susceptibility of the charity's financial statements to material misstatement, including how fraud might occur. Audit procedures performed by the audit team included:
 - Identifying and assessing the controls management has in place to prevent and detect fraud;
 - Understanding how those charged with governance considered and addressed the potential for override of controls or other inappropriate influence over the financial reporting process;
 - Challenging assumptions and judgments made by management in its significant accounting estimates and judgments.
 - Identifying and testing journal entries, in particular journal entries posted with unusual account combinations.
 - Assessing the extent of compliance with the relevant laws and regulations.

There are inherent limitations in the audit procedures described above and the further removed non-compliance with laws and regulations are from the events and transactions reflected in the financial statements, the less likely we would become aware of it. Also, the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusion.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

**Report of the Independent Auditors to the Members of
Open Door, Young People's Consultation
Service**

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Bianca Permal FCA (Senior Statutory Auditor)

for and on behalf of DUX Advisory Limited

Chartered Accountants and

Statutory Auditors

Kennel Club House

Gatehouse Way

Aylesbury

Buckinghamshire

HP19 8DB

29/11/2024

Date:

**Open Door, Young People's Consultation
Service**

**Statement of Financial Activities
(Incorporating an Income and Expenditure Account)
for the Year Ended 31 March 2024**

	Notes	Unrestricted funds £	Restricted funds £	31.3.24 Total funds £	31.3.23 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	317,944	62,419	380,363	155,944
Charitable activities	4				
Psychotherapy services		705,927	301,018	1,006,945	752,539
Investment income	3	<u>22,280</u>	<u>-</u>	<u>22,280</u>	<u>2,953</u>
Total		<u>1,046,151</u>	<u>363,437</u>	<u>1,409,588</u>	<u>911,436</u>
EXPENDITURE ON					
Raising funds					
Fundraising costs	5	<u>67,766</u>	<u>-</u>	<u>67,766</u>	<u>72,521</u>
		67,766	-	67,766	72,521
Charitable activities	6				
Psychotherapy services		<u>616,872</u>	<u>392,577</u>	<u>1,009,449</u>	<u>765,470</u>
Total		<u>684,638</u>	<u>392,577</u>	<u>1,077,215</u>	<u>837,991</u>
NET INCOME/(EXPENDITURE)		361,513	(29,140)	332,373	73,445
RECONCILIATION OF FUNDS					
Total funds brought forward		<u>814,618</u>	<u>29,140</u>	<u>843,758</u>	<u>770,313</u>
TOTAL FUNDS CARRIED FORWARD		<u><u>1,176,131</u></u>	<u><u>-</u></u>	<u><u>1,176,131</u></u>	<u><u>843,758</u></u>

The notes form part of these financial statements

**Open Door, Young People's Consultation
Service**

**Balance Sheet
31 March 2024**

	Notes	Unrestricted funds £	Restricted funds £	31.3.24 Total funds £	31.3.23 Total funds £
FIXED ASSETS					
Tangible assets	12	321,491	-	321,491	327,852
CURRENT ASSETS					
Debtors	13	83,318	-	83,318	319,229
Cash at bank		<u>806,847</u>	<u>103,019</u>	<u>909,866</u>	<u>377,182</u>
		890,165	103,019	993,184	696,411
CREDITORS					
Amounts falling due within one year	14	(35,525)	(103,019)	(138,544)	(180,505)
		<u> </u>	<u> </u>	<u> </u>	<u> </u>
NET CURRENT ASSETS		<u>854,640</u>	<u>-</u>	<u>854,640</u>	<u>515,906</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>1,176,131</u>	<u>-</u>	<u>1,176,131</u>	<u>843,758</u>
NET ASSETS		<u><u>1,176,131</u></u>	<u><u>-</u></u>	<u><u>1,176,131</u></u>	<u><u>843,758</u></u>
FUNDS	15				
Unrestricted funds:					
General fund				720,066	345,355
Capital - buildings				305,457	305,457
Capital - equipment				23,969	37,167
Property maintenance reserve				17,250	17,250
Development of the service				<u>109,389</u>	<u>109,389</u>
				<u>1,176,131</u>	<u>814,618</u>
Restricted funds:					
National Lottery Community Fund				-	9,966
The Clothworkers' Foundation				<u>-</u>	<u>19,174</u>
				<u>-</u>	<u>29,140</u>
TOTAL FUNDS				<u><u>1,176,131</u></u>	<u><u>843,758</u></u>

The financial statements were approved by the Board of Trustees and authorised for issue on
 and were signed on its behalf by:
 26/11/2024

Karen Simmons

.....
 K Simmons - Trustee

The notes form part of these financial statements

**Open Door, Young People's Consultation
Service**

**Cash Flow Statement
for the Year Ended 31 March 2024**

Cash flows from investing activities

	Notes	31.3.24 £	31.3.23 £
Cash flows from operating activities			
Cash generated from operations	1	<u>517,241</u>	<u>(24,552)</u>
Net cash provided by/(used in) operating activities		<u>517,241</u>	<u>(24,552)</u>
Purchase of tangible fixed assets		(6,837)	(1,051)
Interest received		<u>22,280</u>	<u>2,953</u>
Net cash provided by investing activities		<u>15,443</u>	<u>1,902</u>
Change in cash and cash equivalents in the reporting period		532,684	(22,650)
Cash and cash equivalents at the beginning of the reporting period		<u>377,182</u>	<u>399,832</u>
Cash and cash equivalents at the end of the reporting period		<u>909,866</u>	<u>377,182</u>

The notes form part of these financial statements

**Open Door, Young People's Consultation
Service**

**Notes to the Cash Flow Statement
for the Year Ended 31 March 2024**

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	31.3.24 £	31.3.23 £
Net income for the reporting period (as per the Statement of Financial Activities)	332,373	73,445
Adjustments for:		
Depreciation charges	13,198	15,822
Interest received	(22,280)	(2,953)
Decrease/(increase) in debtors	235,911	(203,406)
(Decrease)/increase in creditors	<u>(41,961)</u>	<u>92,540</u>
Net cash provided by/(used in) operations	<u><u>517,241</u></u>	<u><u>(24,552)</u></u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.23 £	Cash flow £	At 31.3.24 £
Net cash			
Cash at bank	<u>377,182</u>	<u>532,684</u>	<u>909,866</u>
	<u>377,182</u>	<u>532,684</u>	<u>909,866</u>
Total	<u><u>377,182</u></u>	<u><u>532,684</u></u>	<u><u>909,866</u></u>

The notes form part of these financial statements

Notes to the Financial Statements
for the Year Ended 31 March 2024

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

The functional currency of the Charity is sterling and amounts in the financial statements are rounded to the nearest pound.

Critical accounting judgements and key sources of estimation uncertainty

In preparing financial statements it is necessary to make certain judgements, estimates and assumptions that affect the amounts recognised in the financial statements. The annual depreciation charge for tangible fixed assets is sensitive to changes in useful economic lives and residual values of assets. In the view of the Trustees in applying the accounting policies adopted, no judgements were required that have a significant effect on the amounts recognised in the financial statements nor do any estimates or assumptions made carry a significant risk of material adjustment in the next financial year.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets

All assets costing more than £500 are capitalised.

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their residual value, over their useful life, on the following basis:

Computer equipment	4 years
Fixtures & fittings	5 years

The trustees believes that the estimated residual value of the freehold property is equal to or greater than the carrying amount/cost hence it is not depreciated.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Designated funds are unrestricted funds which have been designated for a specific purpose by the Trustees. The aim and use of each designated fund is set out in Note 15.

Restricted funds can only be used for particular restricted purposes within the objects of the charity.

**Open Door, Young People's Consultation
Service**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2024**

Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

1. ACCOUNTING POLICIES - continued

Fund accounting

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Going concern

The financial statements have been prepared on the going concern basis as the Board of Trustees is confident that the future reserves and future income are more than sufficient to meet current commitments. There are no material uncertainties that impact this assessment, and the ongoing global uncertainty and subsequent financial challenges have had no material impact on this assessment.

Cash at bank and in hand

Cash at bank and in hand includes cash in hand, deposits with banks and funds that are readily convertible into cash at, or close to, their carrying values but are not held for investment purposes.

Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount is applied. Prepayments are valued at the amount prepaid net of any trade discounts due.

Creditors

Creditors 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.

Financial instruments

Basic financial instruments are measured at amortised cost other than investments which are measured at fair value.

2. DONATIONS AND LEGACIES

	31.3.24 £	31.3.23 £
Donations	275,130	26,795
Legacies	-	22,675
Grants	<u>105,233</u>	<u>106,474</u>
	<u><u>380,363</u></u>	<u><u>155,944</u></u>

Grants received, included in the above, are as follows:

	2024	2023
Restricted:		
The Home Cooked Programme	2,486	4,971
BBC Children In Need	34,933	35,043
The Youth Futures Fund	20,000	20,000
The Mrs Smith & Mount Trust	5,000	-
National Lottery Community Fund	-	14,961
The Clothworkers' Foundation	-	24,000

**Open Door, Young People's Consultation
Service**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2024**

2. DONATIONS AND LEGACIES - continued

Drapers' Charitable Fund	-	7,500
Unrestricted:		
The Leathersellers' Foundation	25,000	-
The Prudence Trust	10,000	-
The Evening Standards Dispossessed Fund	7,814	-
	<u>105,233</u>	<u>106,475</u>

3. INVESTMENT INCOME

	31.3.24	31.3.23
	£	£
Deposit account interest	<u>22,280</u>	<u>2,953</u>

4. INCOME FROM CHARITABLE ACTIVITIES

		31.3.24	31.3.23
	Activity	£	£
Charitable activities	Psychotherapy services	<u>1,006,945</u>	<u>752,539</u>

5. FUNDRAISING COSTS

	31.3.24	31.3.23
	£	£
Staff costs	57,435	58,904
Donation handling fees	419	355
Fund raising-bid writer	1,500	5,850
Other fundraising costs	<u>8,412</u>	<u>7,412</u>
	<u>67,766</u>	<u>72,521</u>

**Open Door, Young People's Consultation
Service**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2024**

6. CHARITABLE ACTIVITIES COSTS

	Direct staff costs Year ended 31.3.24 £	Direct other costs Year ended 31.3.24 £	Indirect costs Year ended 31.3.24 £	Total costs Year ended 31.3.24 £
Raising funds	57,435	1,919	8,412	67,766
Psychotherapy services	781,432	106,003	122,014	1,009,449
	<u>838,867</u>	<u>107,922</u>	<u>130,426</u>	<u>1,077,215</u>
	Direct staff costs Year ended 31.3.23 £	Direct other costs Year ended 31.3.23 £	Indirect costs Year ended 31.3.23 £	Total costs Year ended 31.3.23 £
Raising funds	58,904	6,205	7,412	72,521
Psychotherapy services	662,678	24,555	78,237	765,470
	<u>721,582</u>	<u>30,760</u>	<u>85,649</u>	<u>837,991</u>

7. SUPPORT COSTS

	Management £	Governance costs £	Totals £
Psychotherapy services	<u>980,744</u>	<u>28,705</u>	<u>1,009,449</u>

8. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	31.3.24 £	31.3.23 £
Auditors' remuneration	9,405	2,205
Depreciation - owned assets	<u>13,198</u>	<u>12,405</u>

9. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2024 nor for the year ended 31 March 2023.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2024 nor for the year ended 31 March 2023.

**Open Door, Young People's Consultation
Service**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2024**

10. STAFF COSTS

	31.3.24 £	31.3.23 £
Wages and salaries	754,577	648,272
Social security costs	62,685	55,104
Other pension costs	<u>21,605</u>	<u>18,206</u>
	<u><u>838,867</u></u>	<u><u>721,582</u></u>

The average monthly number of employees during the year was as follows:

	31.3.24	31.3.23
Average number of employees	<u>30</u>	<u>27</u>

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	31.3.24	31.3.23
£60,001 - £70,000	<u>1</u>	<u>1</u>

11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	49,469	106,475	155,944
Charitable activities			
Psychotherapy services	752,539	-	752,539
Investment income	<u>2,953</u>	<u>-</u>	<u>2,953</u>
Total	<u>804,961</u>	<u>106,475</u>	<u>911,436</u>
EXPENDITURE ON			
Raising funds			
Fundraising costs	<u>72,521</u>	<u>-</u>	<u>72,521</u>
	72,521	-	72,521
Charitable activities			
Psychotherapy services	<u>678,136</u>	<u>87,334</u>	<u>765,470</u>
Total	<u>750,657</u>	<u>87,334</u>	<u>837,991</u>
NET INCOME	54,304	19,141	73,445
Transfers between funds	<u>1,250</u>	<u>(1,250)</u>	<u>-</u>
Net movement in funds	55,554	17,891	73,445

**Open Door, Young People's Consultation
Service**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2024**

11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted funds £	Restricted funds £	Total funds £
RECONCILIATION OF FUNDS			
Total funds brought forward	759,063	11,250	770,313
TOTAL FUNDS CARRIED FORWARD	<u>814,617</u>	<u>29,141</u>	<u>843,758</u>

12. TANGIBLE FIXED ASSETS

	Freehold property £	Fixtures and fittings £	Computer equipment £	Totals £
COST				
At 1 April 2023	305,457	17,078	49,755	372,290
Additions	-	-	6,837	6,837
At 31 March 2024	<u>305,457</u>	<u>17,078</u>	<u>56,592</u>	<u>379,127</u>
DEPRECIATION				
At 1 April 2023	-	6,972	37,466	44,438
Charge for year	-	3,416	9,782	13,198
At 31 March 2024	-	10,388	47,248	57,636
NET BOOK VALUE				
At 31 March 2024	<u>305,457</u>	<u>6,690</u>	<u>9,344</u>	<u>321,491</u>
At 31 March 2023	<u>305,457</u>	<u>10,106</u>	<u>12,289</u>	<u>327,852</u>

13. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.24 £	31.3.23 £
Accounts receivable	29,888	316,255
Other debtors	2,974	2,974
Accrued income	50,000	-
Prepayments	456	-
	<u>83,318</u>	<u>319,229</u>

**Open Door, Young People's Consultation
Service**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2024**

14. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.24	31.3.23
	£	£
Accounts payable	4,605	4,542
Social security and other taxes	21,122	17,490
Other creditors	393	1,397
Accruals	9,405	3,271
Deferred income	<u>103,019</u>	<u>153,805</u>
	<u>138,544</u>	<u>180,505</u>

15. MOVEMENT IN FUNDS

	At 1.4.23	Net movement in funds	At
	£	£	31.3.24 £
Unrestricted funds			
General fund	345,355	374,711	720,066
Capital - buildings	305,457	-	305,457
Capital - equipment	37,167	(13,198)	23,969
Property maintenance reserve	17,250	-	17,250
Development of the service	<u>109,389</u>	<u>-</u>	<u>109,389</u>
	814,618	361,513	1,176,131
Restricted funds			
National Lottery Community Fund	9,966	(9,966)	-
The Clothworkers' Foundation	<u>19,174</u>	<u>(19,174)</u>	<u>-</u>
	<u>29,140</u>	<u>(29,140)</u>	<u>-</u>
TOTAL FUNDS	<u>843,758</u>	<u>332,373</u>	<u>1,176,131</u>

**Open Door, Young People's Consultation
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**Notes to the Financial Statements - continued
for the Year Ended 31 March 2024**

15. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	1,046,151	(671,440)	374,711
Capital - equipment	-	(13,198)	(13,198)
	<u>1,046,151</u>	<u>(684,638)</u>	<u>361,513</u>
Restricted funds			
The Home Cooked Programme	2,486	(2,486)	-
BBC Children In Need	34,933	(34,933)	-
The Youth Futures Fund	20,000	(20,000)	-
The Mrs Smith & Mount Trust	5,000	(5,000)	-
NCEL Winter Pressures Fund	50,518	(50,518)	-
NCL Inequalities Fund	165,500	(165,500)	-
NCL Inequalities Fund - The Tottenham Hotspur Foundation	50,000	(50,000)	-
NCL Inequalities Fund - Deep Black	35,000	(35,000)	-
National Lottery Community Fund	-	(9,966)	(9,966)
The Clothworkers' Foundation	-	(19,174)	(19,174)
	<u>363,437</u>	<u>(392,577)</u>	<u>(29,140)</u>
TOTAL FUNDS	<u><u>1,409,588</u></u>	<u><u>(1,077,215)</u></u>	<u><u>332,373</u></u>

Comparatives for movement in funds

	At 1.4.22 £	Net movement in funds £	Transfers between funds £	At 31.3.23 £
Unrestricted funds				
General fund	289,800	54,305	1,250	345,355
Capital - buildings	305,457	-	-	305,457
Capital - equipment	37,167	-	-	37,167
Property maintenance reserve	17,250	-	-	17,250
Development of the service	<u>109,389</u>	<u>-</u>	<u>-</u>	<u>109,389</u>
	759,063	54,305	1,250	814,618
Restricted funds				
National Lottery Community Fund	-	9,966	-	9,966
The Clothworkers' Foundation	-	19,174	-	19,174
Parent peer support/parenting teenagers	1,250	-	(1,250)	-
Triple Track Treatment Project 2	<u>10,000</u>	<u>(10,000)</u>	<u>-</u>	<u>-</u>
	<u>11,250</u>	<u>19,140</u>	<u>(1,250)</u>	<u>29,140</u>
TOTAL FUNDS	<u><u>770,313</u></u>	<u><u>73,445</u></u>	<u><u>-</u></u>	<u><u>843,758</u></u>

**Open Door, Young People's Consultation
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**Notes to the Financial Statements - continued
for the Year Ended 31 March 2024**

15. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	804,961	(750,656)	54,305
Restricted funds			
The Home Cooked Programme	4,971	(4,971)	-
BBC Children In Need	35,043	(35,043)	-
The Youth Futures Fund	20,000	(20,000)	-
National Lottery Community Fund	14,961	(4,995)	9,966
The Clothworkers' Foundation	24,000	(4,826)	19,174
Triple Track Treatment Project 2	-	(10,000)	(10,000)
Drapers' Charitable Fund	7,500	(7,500)	-
	<u>106,475</u>	<u>(87,335)</u>	<u>19,140</u>
TOTAL FUNDS	<u>911,436</u>	<u>(837,991)</u>	<u>73,445</u>

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.22 £	Net movement in funds £	Transfers between funds £	At 31.3.24 £
Unrestricted funds				
General fund	289,800	429,016	1,250	720,066
Capital - buildings	305,457	-	-	305,457
Capital - equipment	37,167	(13,198)	-	23,969
Property maintenance reserve	17,250	-	-	17,250
Development of the service	<u>109,389</u>	<u>-</u>	<u>-</u>	<u>109,389</u>
	759,063	415,818	1,250	1,176,131
Restricted funds				
Parent peer support/parenting teenagers	1,250	-	(1,250)	-
Triple Track Treatment Project 2	<u>10,000</u>	<u>(10,000)</u>	<u>-</u>	<u>-</u>
	<u>11,250</u>	<u>(10,000)</u>	<u>(1,250)</u>	<u>-</u>
TOTAL FUNDS	<u>770,313</u>	<u>405,818</u>	<u>-</u>	<u>1,176,131</u>

**Open Door, Young People's Consultation
Service**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2024**

15. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	1,851,112	(1,422,096)	429,016
Capital - equipment	-	(13,198)	(13,198)
	1,851,112	(1,435,294)	415,818
Restricted funds			
The Home Cooked Programme	7,457	(7,457)	-
BBC Children In Need	69,976	(69,976)	-
The Youth Futures Fund	40,000	(40,000)	-
The Mrs Smith & Mount Trust	5,000	(5,000)	-
NCEL Winter Pressures Fund	50,518	(50,518)	-
NCL Inequalities Fund	165,500	(165,500)	-
NCL Inequalities Fund - The Tottenham Hotspur Foundation	50,000	(50,000)	-
NCL Inequalities Fund - Deep Black	35,000	(35,000)	-
National Lottery Community Fund	14,961	(14,961)	-
The Clothworkers' Foundation	24,000	(24,000)	-
Triple Track Treatment Project	-	(10,000)	(10,000)
Drapers' Charitable Fund	7,500	(7,500)	-
	469,912	(479,912)	(10,000)
TOTAL FUNDS	2,321,024	(1,915,206)	405,818

Capital - equipment and buildings

To assist in calculation of the available reserves , and due to the large balance of assets on the balance sheet, the Trustees have set aside the net book value of the fixed assets within a designated fund.

Historically there was also a restricted fund balance for the buildings as a result of funding received to fund significant building improvements including an extension in prior periods. During the previous period clarification was sought from the funders to establish if they held a restriction over future use of the extension. As the funders do not hold any covenant or restriction over the building the buildings have now been treated as unrestricted in their entirety.

Property maintenance review

This reserve was created in 2013/14 with the intention of increasing the amount over the forthcoming years, to make sure the Charity has sufficient reserves for internal and external redecoration in the short term, and replacement of roof, windows, central heating and other significant repairs in the long term.

Development of the service

A very generous donation of £198,000 was awarded to Open Door in May 2018. The donor, who wishes to remain anonymous, stipulated that the money be used to directly benefit the young people, parents and carers who access Open Door. The Trustees have prudently set this aside as a designated fund for development of the service over the next few years. Higher than anticipated income generation in 2023/24 enabled us to carry these funds forwards into 2024/25.

**Open Door, Young People's Consultation
Service**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2024**

15. MOVEMENT IN FUNDS - continued

National Lottery Community Fund

This is a grant for work in the East of the Borough.

The Clothworkers' Foundation

This is a grant for a new roof and bay window.

The Home Cooked Programme

This is a grant for provision to service users in Tottenham Hale ward.

BBC Children In Need

This is a grant for provision of services to under-18s in the East of the Borough.

The Youth Futures Fund

This is a grant for provision of services to over-18s in the East of the Borough.

The Mrs Smith & Mount Trust

This is a grant for provision of therapy to service users of the charity Sister System.

NCEL Winter Pressures Fund

This is a grant for work to reduce healthcare inequalities.

NCL Inequalities Fund

This is a contract for work to reduce healthcare inequalities.

NCL Inequalities Fund - The Tottenham Hotspur Foundation

This is a partner payment to Tottenham Hotspur Foundation as part of the inequalities contract.

NCL Inequalities Fund - Deep Black

This is a partner payment to VSO Deep Black as part of the inequalities contract.

Drapers' Charitable Fund

This is funding from Drapers' Charitable Trust to develop the clinical service for young people aged 12-24 in Tottenham.

16. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2024.

Accounts



Open Door, Young People's Consultation Service

Trustees Annual Report and Unaudited Financial Statements Year ended 31 March 2023

Charity registration - 299707

Company number - 02270443

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Legal and administrative information

Charity name

Open Door, Young People's Consultation Service

Charity registration no.

299707

Company registration no.

02270443

Registered office and contact details

12 Middle Lane
Crouch End
London
N8 8PL

Trustees

Karen Simmons	Chair
Jacqueline Tefoglou	Treasurer
Claire Lindfield	Vice Chair (resigned as trustee September 2022)
Angela Alabi	
Alex Ramos Boylan	
Scarlett MccGwire	
Judith Shuttleworth	
Janine Sternberg	
Alejandro Boylan	
Catherine Cavanagh	(appointed July 2023)

Director

Julia Britton	(resigned September 2022)
Ruth Glover	(appointed March 2023)

Interim Co-Directorships

Ruth Glover	Clinical Director (September 2022 to March 2023)
Clare Jebson	Interim Business Director (September 2022 to December 2022)

Bank

Barclays Bank Plc
Crouch End Branch
8 The Broadway
London
N8 9SX

Unity Trust Bank
Four Brindley Place
Birmingham
B1 2JB

Independent examiner

Andy Nash Accounting & Consultancy Ltd
Units 24 & 25
Goodsheds Container Village
Hood Road
Barry
CF62 5QU

Trustees annual report

The Board of Trustees, who are also directors of the Charity for the purposes of the Companies Act, and trustees for charity law purposes, submit their annual report and the financial statements of Open Door, Young People's Consultation Service for the year ended 31 March 2023.

The Board of Trustees confirms that the annual report and financial statements of the Charity comply with current statutory requirements, including the Charity Act 2011, as well as the requirements of the Charity's governing document and the provisions of the 'Charities SORP (FRS 102) - 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) second edition (effective 1 January 2019)', the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), and the Companies Act 2006.

Overview

This past year - with the ongoing fallout from health and economic crises - has been one of the most challenging periods that we have faced in our 46 year history. The communities that we serve across Haringey and beyond have been hit hard, with a marked deterioration in the mental health of many young people and those struggling to support them. As an organisation delivering counselling and psychotherapy to young people in desperate need, we have felt the impact too.

The trends that we have seen at Open Door include record numbers of referrals of 12-18-year olds, and exceptionally high levels of complexity and severity. As we have confronted this new reality, we have also had to be mindful of the impact that this had on our own staff.

Across 2022/23, we were able to support about 900 young people, parents and carers, and to offer over 9000 clinical appointments. We developed and strengthened partnerships to support more young people in particular need, including care leavers, autistic young people and those impacted by health inequality and multiple deprivation.

We also continued to think extremely hard about the impact of the work that we do with young people and their parents. This report goes into some detail about the way that we measure outcomes and effectiveness, and the difference that we make to young people's lives. This focus lies at the heart of all that we do. It's how we learn and improve, building on evidence that we've gathered across the decades.

We are extremely grateful for the firm support that we have received from partners and funders over the year. This support allowed us to grow and strengthen the service at a time of great need. We were able to maintain record high levels of service delivery, and provide specialist initial assessments within 4 weeks of referral. But it is also important to acknowledge the challenges that we faced, where funding did not keep pace with demand for our services. In August 2022, we took the difficult decision to pause admissions to the waiting list for over-18s as there was a funding gap for this age segment. This was a particularly painful decision for a service that aspires to be genuinely 'open' with as few exclusion criteria as possible, and we campaigned for the full re-opening of this list throughout the period. Escalating demand also put pressure on waiting lists and waiting times across the service.

2022 saw the departure of our highly-respected CEO, Julia Britton, who had nurtured and developed the service over many years. She is replaced by Ruth Glover, who previously had the role of Clinical Director at Open Door, and brings both senior clinical and management experience to the role.

Open Door remains a pivotal and popular service within the community. Despite challenges, in 22/23 we again made a significant impact on improving the mental health and lives of 12-24-year-olds in Haringey. Our evidenced outcomes remained strong within a local, national and international context.

Objectives and activities

Based in Haringey, North London, Open Door was founded in 1976 and incorporated as a registered charity on 21 July 1988 and a company limited by guarantee on 23 June 1988.

Open Door aims to improve the life chances and mental health of young people in Haringey aged 12-24 by providing an accessible and effective psychotherapy service. The transition through adolescence to adulthood is a key period, often defined by huge challenges but where the right interventions can achieve real and enduring change.

We are dedicated to helping young people feel more in control of their lives, make positive choices, fulfil their potential and prevent social exclusion. We aim to reduce the risk of self-harm of different kinds and alleviate the effects of abuse, trauma and mental ill health.

We also recognise the need to support parents and carers to better understand their adolescent and young adult children, improve relationships and prevent family breakdown.

To fulfil our objectives, Open Door undertakes the following activities:

- **Service provision** – Open Door provides a range of psychological therapies to young people aged 12-24 experiencing difficulties including: depression, anxiety, self-harm, sexual abuse and exploitation, bullying and violence, drug and alcohol misuse, problematic internet use and gender identity issues. We also offer specialist support for parents and carers facing the particular challenges of parenting teenagers and young adults.

Our service includes:

- Specialist assessment within 4 weeks of referral with an experienced therapist
- Evidence-informed, culturally-sensitive therapy and support including Psychoanalytic/Psychodynamic Psychotherapy, Cognitive Behavioural Therapy (CBT), Trauma Focussed Therapies - offered on a brief, medium and longer-term basis
- Co-production with young people and families. All therapy and care plans are co-produced. We have strong and well-used feedback mechanisms for our service users which inform service development
- Consultation, reflective practice and supervision to other professionals and partners in Haringey to support developmental and trauma informed work for young people outside of therapy
- An innovative parent support service
- **Research, Evaluation and Dissemination** – Open Door undertakes comprehensive evaluation of all its therapeutic interventions as well as specific clinical research projects and disseminates findings in published papers, media reports and conference presentations.
- **Engagement in service improvement and training** – Open Door actively participates in local and national networks on behalf of its beneficiaries in order to improve service provision and raise awareness of adolescent mental health more widely. Open Door also supports professional trainings.

Our ambition is to make high quality, relevant and effective talking therapies as accessible as possible to all young people in Haringey.

Delivering Public Benefit

Open Door's objectives and activities fully reflect the purposes that the Charity was set up to further.

75% of adult mental health problems emerge by the age of 24. However, young people battling with their mental health find it exceptionally hard to access the right support. They may struggle to engage with statutory services, either because they do not meet stringent criteria, or because available services are experienced as stigmatising and not in tune with their developmental needs.

Open Door has a vital role to play in meeting the needs of local vulnerable young people aged 12-24. By intervening early, our work helps prevent lifelong difficulties which can have profound and sometimes tragic consequences.

The Trustees have followed the guidance issued by the Charity Commission with regards to the public benefit arising from the activities undertaken by Open Door. The Trustees are satisfied that the services provided by Open Door fully meet the principles of public benefit as set out in the Charity Commission Guidance.

Delivering Accessibility

It is exceptionally hard for a young person to ask for help when they face mental health problems, and often even harder to find a service that will accept them and provide the right support.

From our launch, we have focussed on being as accessible as possible to those who need help.

We believe that asking for help should be as simple as possible for young people in need, and that it is important to remove as many barriers as possible.

Young people and parents/carers can refer themselves to the service. We also take professional referrals, but most referrals are self-referrals.

We are a service that has as few 'exclusion criteria' as possible. The majority of those who contact us will be accepted on to our waiting list.

We focus on creating a service that is welcoming, both in terms of how we treat young people, but also where we see them, in settings that are non-stigmatising and community-based. We deliver work in our base in Crouch End, in our rooms at the Tramperry in Tottenham, as well as the Haringey Autism Hub and at Mulberry Woodside Academy, also based in Tottenham.

We work collaboratively and in partnership with others to enable access to help for some of Haringey's most vulnerable groups.

We deliver some appointments on-line, but by far the majority are in-person, because this is what young people want. Appointments are offered Monday-Friday, including sessions after school/work.

Delivering Effectiveness

We have a responsibility to ensure that our work makes a real difference to the lives of the young people we serve, and – by extension – their families and the communities around them.

We take this responsibility exceptionally seriously.

The 2019 NHS Improvement Review identified Open Door's commitment to evidence-based and outcome-driven practice as "exceptional within a national context".

Later in this report, we describe some of the measures that we use, qualitative and quantitative, to assess the impact of our work on young people. We have systems and processes that ensure that young people's voices are at the heart of all that we do.

Effectiveness also demands an uncompromising commitment to recruiting and retaining the best staff. The work that we do is sensitive, complex and challenging. There are no shortcuts.

Our team is highly-trained and professionally-accredited, with specialist expertise in working therapeutically with adolescents, young adults and their parents and carers. Most have trained to Masters and Doctoral level. They work at Open Door because they are passionate about improving the mental health of young people and want to reduce barriers to talking therapy.

Achievements and performance in the year

Open Door Service Activity 2022/23

Open Door maintained high levels of service delivery in 2022/23. We worked with 889 young people, parents and carers and offered 9072 clinical contacts. This was despite having closed the waiting list for over-18s (except for small specific projects) during this time period.

Number of patients seen	2022/23
Under-18s (core service)	524
Under-18s schools	98
Over-18s	147
Parent service	120
WHOLE SERVICE	889

Clinical Contacts offered	2022/23
Under-18s (core service)	5,340
Under-18s schools	972
Over-18s	1,922
Parent service	838
WHOLE SERVICE	9,072

Clinical contacts included specialist initial assessments within 4 weeks of referral (7%); treatment appointments (83%), and essential professional or network meetings needed to support the patient holistically, eg meetings with social care, health, education etc (10%).

Referrals

The charts below show the changes in numbers of referrals pre and post covid 2019/20 vs 22/23, and across the last year.

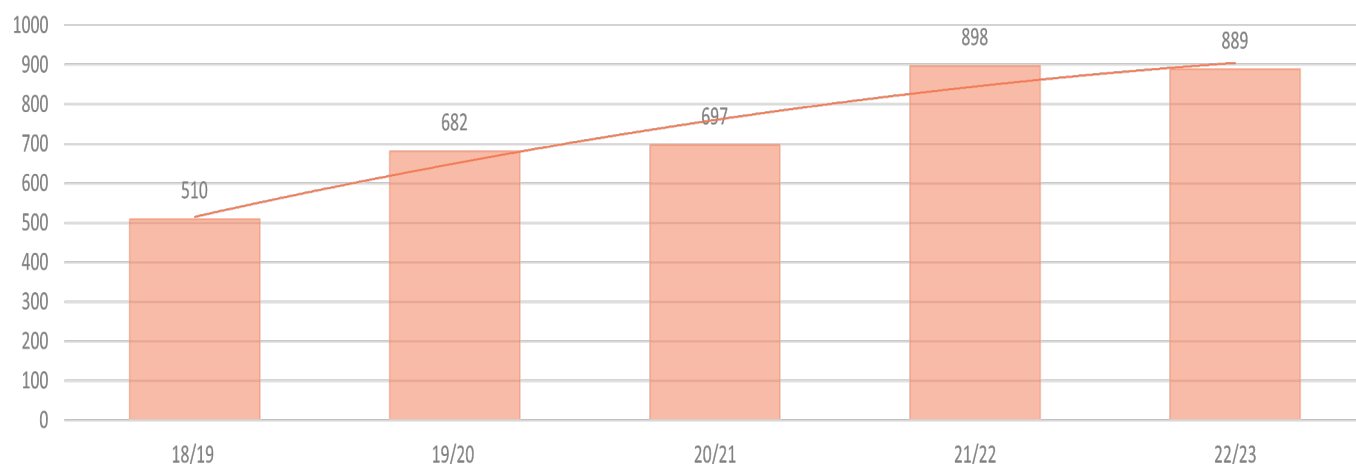
Comparison in referral numbers pre/post pandemic by year

Number of referrals received	12 months to March 2020	12 months to March 2023	% Change
Under-18s	231	410	77%
Over-18s	72	55	-24%
Parent service	84	75	-11%
WHOLE SERVICE	387	540	40%

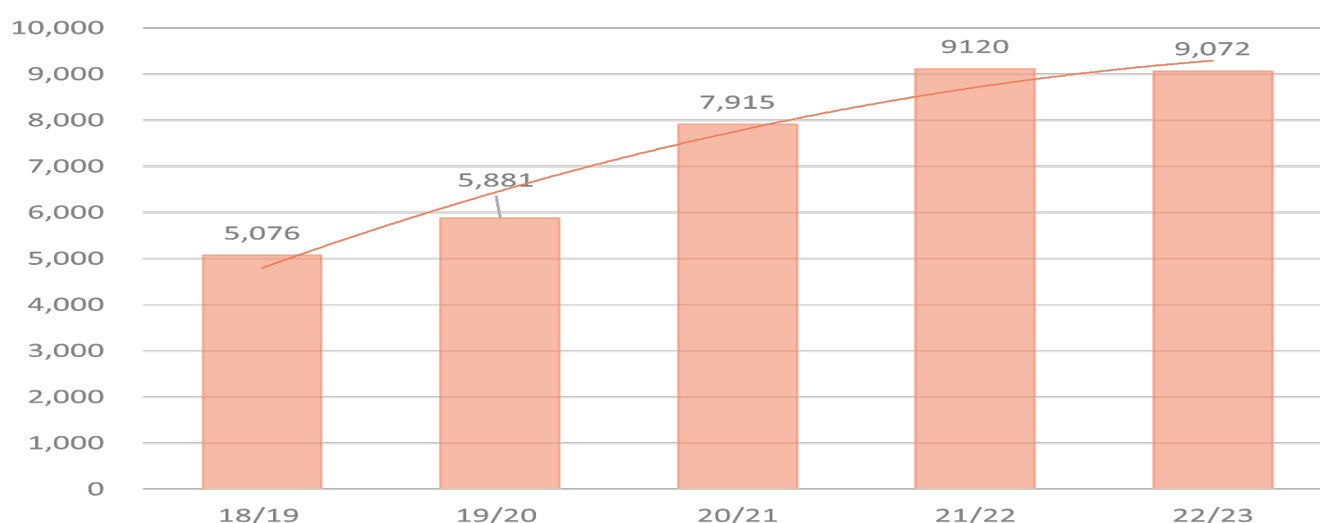
Open Door referrals by year

Number of referrals	2021/22	2022/23
Under-18s	384	410
Over-18s	137	55
Parent service	92	75
WHOLE SERVICE	613	540

Number of patients seen



Clinical contacts offered by year



The charts show the sharp rise in referrals of under-18s year on year, with a 77% increase compared to the pre-pandemic period, and a 7% increase compared with 21/22.

The decline in referrals of over-18s is due to the closure of the young adult waiting list in August 2022. (If the list had remained open and the rate of referrals had continued to grow in line with previous growth, we would have expected 156 new referrals for this older age group in 2022/23, and 640 total referrals to the whole service).

Engagement

Open Door maintained high attendance rates and engagement with young people, parent/carers.

79% of appointments offered were attended. Just 9% were missed without cancellation.

Waiting lists and waiting times

The increased demand since pre-pandemic has not been matched by increased funding. This continues to impact on waiting times.

Young people were seen by a therapist within 4 weeks of referral for a specialist initial assessment. But the average waiting time from initial assessment to treatment was 9.3 months for under-18s and 10 months for our young adults.

At the end of 22/23, there were 238 people on our waiting list; the majority of these were under-18s.

Life experiences of our service users

We are an 'Open Door'. Access to Open Door is easy, but the difficulties young people are facing are often serious.

Our most recent 6-year audit of complexity and severity shows:

- More than 50% of young people across our services reported suicidal thinking
- Over a third of young people were neurodivergent
- 39% of young people had experienced abuse or neglect, rising to 51% of 18–24-year-olds
- 46% of parents of young people accessing Open Door had 1 or more physical/mental health difficulties and/or misused alcohol or drugs
- 1 in 5 of the under-18s had had social care input and 1 in 10 of the over-18s were care experienced
- 16% of under-18s and 24% of over-18s had experienced domestic violence

If not addressed during these crucial years, such childhood experiences put children and young people at significant risk in terms of future mental ill health, substance misuse, social exclusion, conduct and relationship difficulties.

Our own evidence from many years of clinical practice and evaluation suggests that whilst adolescence and early adulthood are periods of greater vulnerability, they are also periods when significant positive psychological change can occur. With the right approach, in the right setting, the outcomes and life chances of young people can be significantly enhanced.

Reaching young people who often miss out on mental health support

In 22/23 we developed our reach to make therapy available to even more young people in need.

Of the 769 young people who attended Open Door:

- 56% were from global majority backgrounds (non-white UK)
- 55% were from the East of the Borough
- 31% of the young people who completed treatment in 22/23 were living in the 20% most deprived postcodes in the country (index of multiple deprivation- quintile one)
- This increased to 34% of new referrals
- 25% of new referrals were male

Our specialist projects and partnerships focused additionally on supporting:

- Autistic young people
- Care leavers
- Young people who have experienced inequality and multiple forms of deprivation
- Young people at risk of school exclusion
- Young people in the East of the Borough

Assessment of Need and Outcomes for Young People who Completed Therapy in 22/23

How does Open Door measure change?

Open Door's therapy services are fully evaluated using a comprehensive system of clinically validated, standardised, and bespoke measures. We aim to capture holistic needs and progress for young people worked with.

To understand impact we need to know: What do young people tell us? What do therapists see? What do clinically validated measures and professional assessments show?

We gather a combination of:

- Young person self-reported, clinically validated mental health measures
- Therapist assessed, standardised, and bespoke measures about areas of concern and progress
- Co-produced 'Goal based outcomes' for therapy, decided by the young person, in discussion with their therapist and rated by the young person
- Feedback from young people about their experience of Open Door (quantitative and qualitative)

Presentations: Life impacting mental health difficulties

The young people we worked with last year had multiple difficulties impacting their lives and development. Starting severity levels of mental health problems were high.

(Clinically validated and standardised assessment and outcome measures used include PHQ-9, SDQ, CORE, CGAS, GAF, CVT, Goal Based Outcomes, CHI-ESQ)

- 75% of over-18s and 63% of under-18s came with moderate to severe levels of depression
- 77% experienced anxiety
- 42% were struggling with self-harm
- 96% had difficulties in their relationships (family and peers)
- 81% experienced social isolation
- 19% were struggling with violent/aggressive behaviour
- 75% struggled with self-care
- 16% had difficulties with drug/alcohol use
- 10% were not in education or training (NEET)

Outcomes: Beyond therapy and into the community

The table below summarises the assessed impact at the end of therapy at Open Door, for young people in areas of particular need. In addition to demonstrating progress in mental health difficulties, it highlights improvements beyond diagnostic criteria and shows how young people left Open Door with more hopeful developmental trajectories and life chances.

Area of Need	% Improvement
Depression	78%
Anxiety	77%
Self-harm	78%

Area of Need	% Improvement
Drugs/alcohol	86%
Relationships	78%
Independence	76%
Self-care	87%
Social isolation	75%
Violence/aggressive behaviour	63%
NEET (Not in education, employment or training)	88% who started NEET, left Open Door engaged in Education or Training

- ♦ 95% of young people reported progress in their individual therapeutic goals
- ♦ 89% showed improvement in overall functioning
- ♦ 99% said that the help they had received had been good

What is expected change?

A recent international and systematic review, and meta-analysis of change in self-reported measures for depressed and anxious young people accessing specialist mental health services, found that **'The individual-level change on measures of self-report was 38% reliable improvement, 44% no reliable change, and 6% reliable deterioration'**. Bear et al (2020) J Am Acad Child Adolesc Psychiatry;59(7):810-841.

Self-rated, validated clinical outcome measures for depression (PHQ-9)

The PHQ9 is a widely used clinically validated measure to assess depression and we find it helpful clinically and on a service level to measure areas of difficulty, risk and change. It is the validated measure that can be used with under and over-18s in the service. In addition to rates of overall depression, it is another way that young people can tell us about thoughts about hurting themselves.

This measure is completed by young people.

Most young people came to Open Door with serious levels of depression.

- 75% of over-18s scored in the clinical range for depression and most of those (88%) were in the highest severity thresholds (moderately severe-severe depression)
- 63% of under-18s scored in the clinical range for depression and nearly half (44%) were in the highest severity thresholds (moderately severe-severe depression)

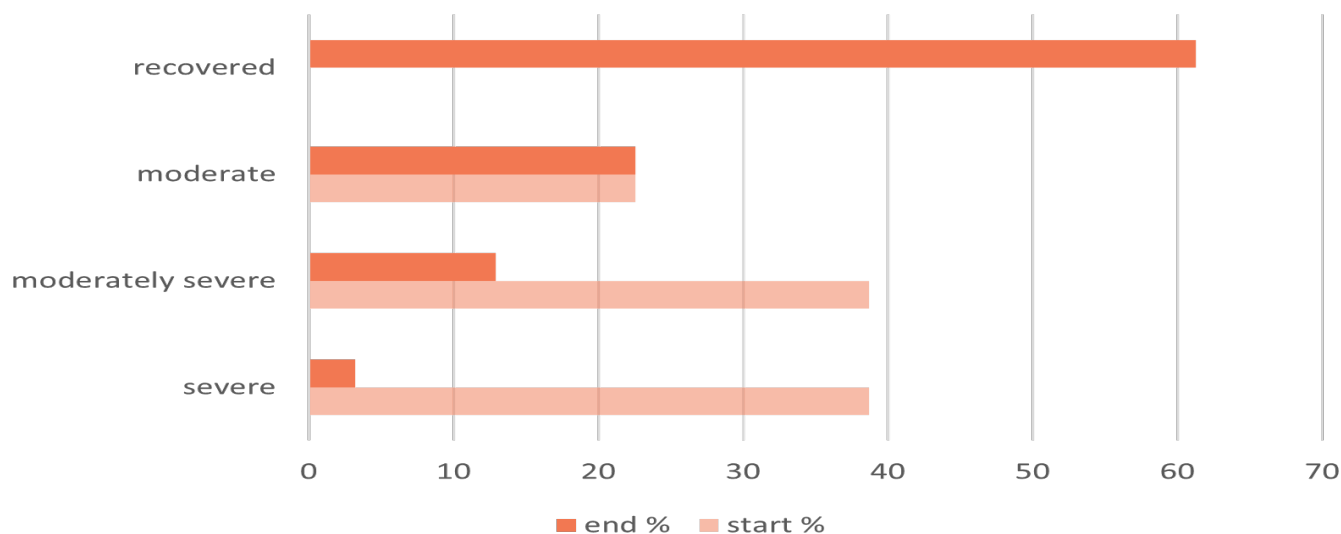
Most young people who started in the clinical range for depression, showed improvement at the end of treatment. Over-18s started with higher rates and severity of depression. They also made more significant progress.

- 79% of over-18s showed improvement (63% significant improvement)
- 78% of under-18s showed improvement (44% significant improvement)
- Across the age ranges, 78% showed improvement (51% significant improvement)

The young people who started in the most severe ranges made most significant progress. The graph below shows what significant progress looked like in depression severity for young people at Open Door. The majority not only showed reduction in depression severity but no longer scored in the clinical range at all.

Children's Global Assessment Scale (CGAS)

Change in PHQ9 severity start at end (significant improvement)



The Children's Global Assessment Scale is a standardised rating of functioning aimed at children and young people aged 6-17. It is clinically assessed and rated by clinicians.

- **89% showed improvement in functioning (CGAS scores)**

Goals Based Outcomes (individualised and co-produced measures of change)

In addition to the validated clinical measures like the PHQ-9 above, young people complete their own personal hopes and goals for what they hope will change through coming to therapy at Open Door.

These individual goals add meaning and depth to the outcome picture that can't be captured by numbers alone. They tell something of the real lives and struggles of each young person and the bravery with which they come to Open Door. They decide them with their therapist at the start and score them at the beginning. They then review them together during and at the end of therapy and the young person rates progress.

- **95% of young people reported progress in their goals for therapy**

What progress looks like: Examples of Goals

Hope to reduce

- “I want to be less destroyed by the past and my memories”
- “I want to feel less dissociated”
- “I want to stop self-harming”

Hope to understand

- “I want to understand where my anger comes from and not be controlled by it”
- “I want to understand why I push for rejection”
- “I want to understand more about the downward spiral and how to stop it”

Hope to develop

- “I want to have a better relationship with my mum”
- “I want to feel more comfortable in my body”
- “I want to have a voice and use it”

Young People's Voice: listening to feedback

All young people are asked to complete an Experience of Service Questionnaire (CHI-ESQ) at the end of therapy. It gives an opportunity to feedback their experience of Open Door in their own words, as well as in numbers. In 22/23 young people gave overwhelmingly positive feedback about their experience at Open Door

Statement	% Certainly/Partly True
I feel the people who saw me listened to me	98%
I was treated well by the people who saw me	99%
Overall the help I received here is good	99%
If a friend needed this kind of help, I would suggest them to come here	92%

Young People's Voice: Examples of feedback

What was really good about your care?

Themes: Building Trust, Taking Time, Being Listened to

"I feel/felt trust."

"I felt listened to and was able to talk about my issues at my own pace."

"They listened to me and saw my views of my life."

Themes: Development and Feeling Better

"It is the most helpful therapy I have received in terms of helping me to begin to understand how I am feeling and why and to make actual changes in my life."

"Before I felt alone, anxious and like I was in a dream world. Now things feel easier."

"It is helpful - I feel a lot better now compared to before."

"The help I have received has had a tangible, consistent and positive impact on my emotional stability."

We also received some helpful thoughts about what could be improved. This included ideas about furnishing, some aspects of communication and advice. We appreciate all the responses and ideas and will be developing aspects of the service in response.

Open Door's Parent/Carer Service

We know that parenting adolescents and young adults can be challenging for all parents. When parenting/caring for a young person who is struggling with their mental health, it is significantly harder.

In addition to direct work with young people, we offer parent work to parents/carers of 12–21-year-olds. Parent work is developmentally informed and focuses on supporting the relationship and communication between parent and young person. The service is available to all parents/carers and not just those with young people in the service.

- In 22/23 we worked with 120 parents/carers within the parent service
- 43% were from global majority backgrounds

Recent parent/carer outcomes and feedback from our 6-year audit (includes parents/carers of young people not in therapy)

- 100% of parents/carers said that they would recommend the service to other families
- 83% agreed they could deal with things (with their adolescent) more effectively
- 87% agreed that the service helped them to think about the situation in new ways
- 67% reported emotional and behavioural improvement in their teenagers with 94% attributing this to the help they had received

Feedback examples: What was good about your care?

- "Trying to see things more from our son's point of view. Also setting more boundaries"
- "The ease of communication with Open Door made everything easier because I knew that help was available to my daughter or to me. The support for the whole family"
- "Listening & understanding with compassion & humour"
- "Discussing out loud, being listened to, some great advice and self-learning"
- "The way the therapist placed everything in context and gave specific suggestions of how to approach things"
- "Having a regular space to talk with someone who understands adolescents"

Projects

In addition to our core service, Open Door delivered seven funded projects during 2022/23.

Open Door has developed partnerships and projects in line with our strategy to support communities where access to mental health support has been historically low.

Open Door Tottenham

Now in its eleventh year, our Tottenham service remains key to achieving this ambition and to improving the mental health of young people in the East of the Borough. We lease two rooms managed by The Tramperry, a social enterprise specialising in shared workspaces across London promoting entrepreneurship, creativity, and community development. Open Door receives funding from several charitable trusts/funds to support its work in Tottenham:

- BBC Children in Need is funding under-18s treatment with a grant of £104,081 over a three year period (running October 2021 to September 2024);
- A grant from the Drapers Charitable Fund for £15,000 is funding the Young Adult Service (Oct21-Sept22);
- A grant from the National Lottery Communities Fund for £9,989 is also funding the Young Adult Service (Sept 21-Aug22) and a further £9,966 will fund core work in Tottenham from April 2023;
- A grant from the Youth Futures fund for £60,000 is also funding the Young Adult Service over a three year period (April 22-March25);
- A grant from the Inequalities Fund distributed by Compass Wellbeing to the value of £50k is funding 12 months core work across the service, including Tottenham, from February 2023.

This has helped fund 1,718 appointments for young people, parents, and carers in our Tottenham Service.

Inequalities Fund

In October 2021, Open Door was part of Haringey's successful Inequalities Bid to secure funding from North Central London ICB. This multi-agency bid focuses on engaging children and young people who have experienced multiple deprivation and to reduce the impact of inequality on child and adolescent mental health. The funding was to support young people who do not ordinarily access statutory CAMHS by funding a combination of sports, creative arts, and other activities provided by partner organisations alongside therapy provided by Open Door.

In 2022-23, Open Door received £130k for this work. We delivered direct clinical work, consultation with partner organisations and secured a partnership with Tottenham Hotspur Foundation to deliver Open Door's innovative Therapeutic Football Group, 'Finding Your Feet' in Mulberry Woodside Academy in Tottenham.

The success of this work meant that Open Door was asked to take on the Lead provider role for this work in 23/24. The other partners are The Tottenham Hotspurs Foundation and Deep:Black

Haringey Autism Hub

During 2021/22 Open Door developed a close partnership with #ActuallyHaringey Autism Hub and were commissioned to deliver a one day per week clinical service for 16–24-year-olds alongside social, educational, and training activities in a newly refurbished and co-designed hub for autistic adults. This is an important development given our commitment to health equality and the high numbers of autistic young adults we work with who need holistic support in their transition to adulthood. Our work in the Hub started in September 2022.

Homecooked Fund

We received £7,457 for 9 months (Oct22-June23) from the Homecooked Fund. This money is ringfenced to provide direct therapy for young people aged 12-24 and parents/carers living in Tottenham Hale Ward.

Sister System

During 2022-23 we started a partnership with Sister System, a voluntary sector organisation who we are co-located with in Tottenham; this is work with care-experienced girls and young women mainly from black and global majority communities. This work consisted of direct therapy sessions to Sister System service users and consultation work with Sister System mentors. Work began in October 2022 and the first 12 months was funded by a £16k grant received by Sister System from the UK Youth Fund Thriving Minds towards a partnership with Open Door. Continuation of the direct therapy work into 2023-24 has been funded by a grant received by Open Door from the Mrs Smith & Mount Trust.

Care Leavers

In November 2022 we received £28,285 from NCL ICB for 12 months funding of a project in partnership with Tavistock and Portman First Step and the Haringey Young Adult service (Haringey Leaving Care Team) to provide a joined-up offer of support to Haringey Care Leavers. Open Door has been providing assessment and psychotherapy to 16-24 year olds who are leaving the care system.

Autism Diagnostic Support

In November 2022 we received £36k from NCL ICB for 12 months funding of a project in partnership with the Markfield Project to provide therapeutic support to young people and parents during the autism diagnostic process

Open Door Schools Service

In 2022/23 our service delivery remained consistent with 2021-22, representing a 12% increase on pre-covid levels.

Our school service in Woodside High School ran 5 days/week. Woodside High is an outstanding community-oriented school serving an area of high need and deprivation encompassing Wood Green and Tottenham. Our work in Newman Catholic College (Brent) also expanded with the appointment of a third clinical trainee.

In 2022/23 we worked with 98 students and offered 984 appointments across the two schools.

Trainees/training

In 2022/23 we provided training placements to three NHS funded, ACP accredited Child and Adolescent Psychotherapy trainees in partnership with the Tavistock and Portman NHS Foundation Trust, IPCAPA (Independent Psychoanalytic Child and Adolescent Psychotherapy Association) and Barnet and Enfield NHS Mental Health Trust. Our school service in Brent was delivered by trainees from the Tavistock Clinic. The clinical team has also benefitted from training in EMDR (a trauma intervention) and Autism.

Volunteers

Over the year, one volunteer therapist contributed to our clinical service. We had further voluntary input to the non-clinical aspects of the service including research, data analysis and evaluation for which we are extremely grateful.

Research

We continued work on our Randomised Controlled Trial (RCT) research project into the efficacy of Open Door's manualised parenting intervention – the Open Door Approach to Parenting Teenagers (APT). We aim to conclude this research in 2023/24.

Partnerships, Collaborations and Networks

In addition to our training partnerships, Open Door recognises the importance of participating in and developing networks in order to ensure that the mental health needs of young people continue to be represented in service development in the statutory and voluntary sectors.

During 2022/23, Open Door remained a central member of the Haringey Children and Young People's Mental Health and Wellbeing Executive, the NCL 16-25 year old Mental Health Steering and Strategy Group, the Haringey SEND Health Reference Group, the Haringey Child in Care Steering Group, the Haringey Autism All Age Strategy Group (2021-2031) and the North Central London Mental Health Service Review Programme Board, overseeing the Strategic Review of Mental Health Services across Barnet, Enfield, Haringey, Camden, and Islington.

Throughout the year, Open Door continued to participate in the Haringey Suicide Prevention Group and the Borough's Voluntary and Community Sector Forum.

Facilities Improvement

We were the grateful recipients of a grant from the Clothworkers' Foundation in February 2023 which allowed us to install a new bay window and glass roof in the Crouch End building. This will improve the energy efficiency of the building.

Fundraising/donations

In March 2023 we were awarded a grant of £100k over four years from the Leathersellers Foundation.

We were the grateful recipients of a bequest to the value of £22,675.05 from a previous Trustee

A local fundraiser, Rachel Speed, has run yoga sessions raising just over £2,000. An appeal to raise money for the Young Adult Service (over-18s) raised £2,733.95. £500 was raised by U3A quilters who made a quilt from local Haringey materials which was then raffled off. Total donations (individual and corporate) were made to the value of £26,794, bringing total fundraising activity above the target of £10,000.

A very generous donation of £198,000 was awarded to Open Door in May 2018. The donor, who wishes to remain anonymous, stipulated that the money be spent within a maximum time frame of 5 years and that it be used to directly benefit the young people, parents and carers who access Open Door. Of this total amount, £42,000 was committed during 2018/19 and 2019/20 to support the continuation of the service provided to parents. The remaining amount was placed into a designated fund to support development of the service. £109,000 remains committed to the Young Adult Service (18-24 year olds). Higher than anticipated income generation in 2022/23 enabled us to carry forward all of the big donation funds allocated to that year into

2023/24 which has meant that once again, we are able to sustain the service expansion of the last 3 years. We have received confirmation from the donor that we can carry the donation into future years.

The donor recognises that there may be indirect costs associated with building clinical capacity and organisational sustainability and recognises that it is for Open Door to make this judgement within the spirit of the gift, that it is used to give the maximum help it can to young people through increasing access to therapy. We are extremely grateful to all our local fundraisers and donors.

Structure, governance & management

Open Door is registered under the Companies Act 2006 as a company limited by guarantee and not having a share capital.

Open Door is a registered charity constituted as a Limited Company under its Memorandum and Articles of Association. The charity registration number is 299707 (England and Wales) and the company registration number is 02270443 (England and Wales).

Organisational Structure

Open Door's Board of Trustees meets 4 times per year and is responsible for the strategic direction and policy of the Charity, as well as oversight of the Charity's operations.

Board sub-committees are set up as required to consider specific issues. The day to day running of the Charity is delegated to the Director/CEO who is supported by a 2.6 FTE Senior Clinical Management Team and a 0.8 Operations Manager who report to the Director/CEO. The Director/CEO in turn reports to the Chair of Trustees.

Selection and appointment of Trustees

As set out in the Articles of Association, the Chair of Trustees is nominated at the Annual General Meeting.

The Trustees are directors of Open Door for the purpose of company law. Open Door Articles of Association require a minimum of 5 Trustees. Trustees meet at least 4 times per year with a quorum of 3 trustees.

Trustees who have served for more than three consecutive years in office must stand for re-appointment. Trustees can serve up to a maximum of three consecutive terms before they must stand down for at least 12 months before being eligible to stand for office again.

The objective is to have a range of skillsets and experiences across fields that are relevant to the Charity's objectives. Their appointment is by resolution of the Board of Directors/Trustees following which the required legal documentation is completed.

Trustee Induction and Training

On their appointment, new Trustees are provided with information, in the form of an induction pack, on their role as a Trustee. Ongoing training is provided as required. All Trustees are DBS checked and undertake a Data Security Awareness training at induction. Those who do not have a current Safeguarding training, also undertake Level 2 Safeguarding training at induction.

Staff remuneration

Staff salaries are set and reviewed by the Board in line with other internal roles and similar organisations in the charitable and public sector. The board agreed to a staff salary increase in 2023 in line with this.

Risk management

The Trustees have conducted their own review of the major risks to which the Charity is exposed, and systems and processes have been established to mitigate those risks.

Key risks under review for this period included:

1. Organisational stability

Over recent years, Open Door has enjoyed a relatively stable workforce and culture, with a long-serving CEO and reported high levels of staff satisfaction. In 2022/23, that stability could not be taken for granted. Firstly, Covid burnout and the cost of living crisis hit every sector of the clinical industry, creating recruitment and retention challenges. Secondly, our long-serving and widely respected CEO, Julia Britton, had announced her intention to leave Open Door after 17 years with the organisation, including a decade as its leader.

The risk of destabilisation was taken extremely seriously, and measures were put in place to protect the organisation. Julia left in September 2022. Following an interim period of co-directorship (which combined Clinical and Business Directorships), Ruth Glover took over as Director/ CEO in March 2023. Ruth knows the organisation, its people and its stakeholders very well, having worked at Open Door for 6 years, latterly as Clinical Director. Ruth worked with the management team to focus on staff retention, reviewing not just salaries against relevant benchmarks, but also workplans and working practices.

2. Income generation

The ability to maintain and increase income to meet the demand for our services is an ongoing challenge and risk. We took a decision to expand the service significantly in 2020/21 following a large donation and additional NHS funding, and we have managed to maintain those higher service levels.

However, the sustainability of this expanded service beyond 2023/24 is by no means assured. We are heavily dependent on NHS funding, and the lack of longer-term contracts remains a challenge for all areas of service planning and staffing. We have also been advised that there may be a tender for our contract in the next year or so. In tandem with this uncertainty, the competition for charitable funding is more acute since the pandemic and cost of living crisis.

We worked hard in 2022/23 to put ourselves in the strongest position to protect and grow income, firstly by prioritising relationships with existing funders, reporting in full and on time the impact that their contributions have made to the service and its beneficiaries.

The Director/CEO remained very involved in high level networking, actively collaborating with relevant Haringey NHS and Local Authority bids and seeking every opportunity to build relationships across NCL ICS (North Central London Integrated Care System).

We remained committed to building diversified income streams. We worked with an external fundraising consultant to scope appropriate opportunities and recruited a new trustee with specialist fundraising expertise. We continued to achieve good success rates with Trusts and Foundations, and to build community support.

Looking ahead to a possible tender, the Board of Trustees, Director/CEO and Operations Manager are ensuring that we are 'tender ready' – reviewing data quality, governance, financial management, etc.

3. Clinical risk

Throughout 2022/23, the complexity and severity of needs in the young people we are working with increased significantly. This led to the need for more joined-up working and liaison with other professionals. In response, we took the decision to adapt our therapists' workplans to enable more time for complex liaison work to be built in. This includes work with social care, education and health colleagues, among others. We also reviewed policies and protocols to ensure that they were appropriate for the higher levels of severity.

We also improved Open Door's processes for communication with GPs and other relevant professionals. An important message is that Open Door is not a crisis service, and does not have psychiatry.

Financial review

During the current financial year the Charity achieved a surplus of £73,445 (2022: £8,236). This resulted in total reserves increasing in the year to £843,758 (2022: £770,313).

The Trustees are satisfied with the financial performance of the Charity throughout the year.

Of the total reserves held at year end £814,618 (2022: £759,063) were unrestricted as to use, although only £345,355 (2022: £289,800) was available as general funds as a result of designations made to cover the net book value of fixed assets and to cover future development of the service.

Reserves policy

The Trustees have set a reserves policy that the Charity should hold a minimum unrestricted general reserve equivalent to three months salary and overhead expenditure - approximately £210,000. The current level of £345,355 is safely above this level, but not deemed to be excessive.

Statement of Board of Trustees' responsibilities

The Trustees are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and regulations. Company law requires the Trustees to prepare financial statements for each financial year. Under that law they are required to prepare the financial statements in accordance with UK Accounting Standards and applicable law (UK Generally Accepted Accounting Practice), including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland.

Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the excess of expenditure over income for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements 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 its activities.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and 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 have general responsibility for taking such steps as are reasonably open to them to safeguard the assets of the charitable company and to prevent and detect fraud and other irregularities.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the UK governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions. In addition, the Trustees confirm that they are happy that the content of the annual review on pages 6 to 22 of this document, as well as the legal and administrative information on pages 4 and 5, meet the requirements of both the Trustees' Annual Report under charity law and the Directors' Report under company law.

They also confirm that the financial statements have been prepared in accordance with the accounting policies set out in the notes to the accounts and comply with the Charity's governing document, the Charities Act 2011, the 'Charities SORP (FRS 102) - 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) second edition (effective 1

January 2019)', the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The Trustees confirm that:

- so far as each Trustee is aware, there is no relevant information of which the Charity's independent examiner is unaware; and,
- each Trustee has taken all the steps that they should have taken as a Trustee/Director in order to make themselves aware of any relevant independent examination information and to establish that the Charity's independent examiner is aware of that information.

Preparation of the report

This report has been prepared taking advantage of the small companies exemption of section 415A of the Companies Act 2006, and the exemptions available for smaller charities under the Statement of Recommended Practice.

This report was approved and authorised for issue by the Board of Trustees on 15 December 2023 and signed on its behalf by:



[Karen Simmons](#) (Dec 15, 2023 16:01 GMT)

KAREN SIMMONS

CHAIR

Independent examiner's report

I report to the Trustees on my examination of the accounts of Open Door, Young People's Consultation Service (charity number 299707, company number 02270443) for the year ended 31 March 2023 which are set out on pages 25 to 42.

Respective responsibilities of trustees and examiner

The Trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act'). The Trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 ('the 2011 Act') nor under Part 16 of the 2006 Act, and that an independent examination is needed.

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, it is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the general directions given by the Charity Commission under section 145(5)(b) of the Charities Act; and,
- to state whether particular matters have come to my attention.

This report, including my statement, has been prepared for and only for the Charity's Trustees as a body. My work has been undertaken so that I might state to the Charity's Trustees those matters I am required to state to them in an independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the Charity and the Charity's Trustees as a body for my examination work, for this report, or for the statements I have made.

Basis of independent examiner's statement

My examination was carried out in accordance with general directions given by the Charity Commission. An examination includes a review of the accounting records kept by the Charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the Trustees concerning any such matters.

The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

Independent examiner's statement

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 & 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:

- accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or,
- the accounts do not accord with those records; or,
- 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,
- 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.

A handwritten signature in black ink, appearing to read 'APNash', followed by a long horizontal line extending to the right.

ANDREW PHILIP NASH ACA

MEMBER OF THE INSTITUTE OF CHARTERED ACCOUNTANTS IN ENGLAND AND WALES – 2461833

DATED: 15 DECEMBER 2023

Andy Nash Accounting & Consultancy Ltd
Units 24 & 25
Goodsheds Container Village
Hood Road
Barry
CF62 5QU

Statement of financial activities**Incorporating the Income and Expenditure Account & Statement of Realised Gains and Losses**

For the year ended 31 March 2023

		Unrestricted funds Year ended 31 Mar 2023 £	Restricted funds Year ended 31 Mar 2023 £	Total funds Year ended 31 Mar 2023 £	Total funds Year ended 31 Mar 2022 £
	Notes				
Income from:					
Donations and legacies	3	49,469	106,475	155,944	53,341
Charitable activities	4	752,539	-	752,539	780,054
Investments		2,953	-	2,953	196
Total income		804,961	106,475	911,436	833,591
Expenditure on:					
Raising funds	5 & 6	72,521	-	72,521	8,221
Charitable activities					
Psychotherapy services	5 & 7	678,135	87,335	765,470	817,134
Total expenditure		750,656	87,335	837,991	825,355
Net income/(expenditure)		54,305	19,140	73,445	8,236
Transfer between funds	12	1,250	(1,250)	-	-
Net movement in funds		55,555	17,890	73,445	8,236
Reconciliation of funds:					
Total funds brought forward	12 & 13	759,063	11,250	770,313	762,077
Total funds carried forward	12 & 13	814,618	29,140	843,758	770,313

The notes on pages 28 to 42 form part of the financial statements.

Balance sheet

As at 31 March 2023

	Notes	£	Total funds 31 Mar 2023 £	Total funds 31 Mar 2022 £
Fixed assets:				
Tangible assets	9		327,852	342,624
Current assets:				
Debtors & prepayments	10	319,229		115,823
Cash at bank and in hand		377,182		399,832
		<u>696,411</u>		<u>515,655</u>
Liabilities:				
Creditors:				
amounts falling due within one year	11	(180,505)		(87,966)
Net current assets/(liabilities)			<u>515,906</u>	427,689
Net assets/(liabilities)			<u>843,758</u>	<u>770,313</u>
The funds of the charity:				
Restricted funds	12 & 13		29,140	11,250
Unrestricted funds				
General funds	12 & 13	345,355		289,800
Designated funds	12 & 13	469,263		469,263
Unrestricted funds			<u>814,618</u>	759,063
Total charity funds			<u>843,758</u>	<u>770,313</u>

The notes on pages 28 to 42 form part of the financial statements.

The financial statements have been prepared in accordance with section 415A of the Companies Act 2006 relating to small companies and FRS 102 Section 1A.

The charitable company is entitled to exemption from audit under section 477 of the Companies Act 2006 for the year ended 31 March 2023, and the members have not required the charitable company to obtain an audit of its financial statements for the year ended 31 March 2023 under 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.

They were approved and authorised for issue by the Board of Trustees on 15 December 2023 and signed on their behalf by:

Karen Simmons
Karen Simmons (Dec 15, 2023 16:01 GMT)

KAREN SIMMONS

CHAIR

Statement of cash flows

For year ended 31 March 2023

	Total Funds Year ended 31 Mar 2023 £	Total Funds Year ended 31 Mar 2022 £
Cash flows from operating activities:		
Net income/(expenditure) for period (as per SOFA)	73,445	8,236
Adjustments for:		
Depreciation charges	15,822	15,120
Loss on disposal of fixed assets	-	-
Investment income	(2,953)	(196)
(Increase)/decrease in accounts receivables	(216,070)	(83,000)
(Increase)/decrease in accrued grant income	-	336
(Increase)/decrease in prepayments and other debtors	12,664	(10,488)
Increase/(decrease) in accounts payables	(31,204)	22,479
Increase/(decrease) in accruals	(799)	(2,763)
Increase/(decrease) in deferred income	121,046	32,759
Increase/(decrease) in HMRC & pension payable	2,100	1,033
Increase/(decrease) in other creditors	1,397	-
	(97,997)	(24,720)
Net cash used in operating activities	(24,552)	(16,484)
Cash flows from investing activities:		
Purchase of fixed assets	(1,051)	(2,449)
Investment income	2,953	196
Net cash used in investing activities	1,902	(2,253)
Net cash used in financing activities	-	-
Change in cash and cash equivalents in period	(22,650)	(18,737)
Cash and cash equivalents at the beginning of the period	399,832	418,569
Cash and cash equivalents at the end of the period	377,182	399,832

The notes on pages 28 to 42 form part of the financial statements.

Notes to the financial statements

1. Accounting policies

Basis of preparation of the financial statements

The financial statements have been prepared in accordance with 'Charities SORP (FRS 102) - 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) second edition (effective 1 January 2019)', the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), including Update Bulletin 2, and the Companies Act 2006.

The effect of any event relating to the year ended 31 March 2023, which occurred before the date of approval of the financial statements by the Board of Trustees has been included in the financial statements to the extent required to show a true and fair view of the state of affairs at 31 March 2023 and the results for the year ended on that date.

The functional currency of the Charity is sterling and amounts in the financial statements are rounded to the nearest pound.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

Going concern

The financial statements have been prepared on the going concern basis as the Board of Trustees is confident that future reserves and future income is more than sufficient to meet current commitments. There are no material uncertainties that impact this assessment, and the ongoing global economic uncertainty and subsequent financial challenges have had no material impact on this assessment.

Legal status

Open Door, Young People's Consultation Service is a charitable company registered in England & Wales and meets the definition of a public benefit entity. In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £1 per member. The registered address is 12 Middle Lane, Crouch End, London, N8 8PL.

Fund Accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

Designated funds are unrestricted funds which have been designated for a specific purpose by the Trustees. The aim and use of each designated fund is set out in note 12 of the financial statements.

Restricted funds are funds that are to be used in accordance with specific restrictions imposed by donors or that have been raised by the Charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in note 12 of the financial statements.

Income

Income is recognised when the Charity has entitlement to the funds, any performance indicators attached to the item(s) of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Donations are recognised in full in the Statement of Financial Activities when entitled, receipt is probable and when the amount can be quantified with reasonable accuracy. Gift aid receivable is included when claimable.

1. Accounting policies (continued from previous page)

Income (continued from previous page)

Grant income is credited to the Statement of Financial Activities when received or receivable whichever is earlier, unless the grant relates to a future period, in which case it is deferred.

Income from charitable activities, including contract income and client fees, is credited to the Statement of Financial Activities when received or receivable whichever is earlier, unless it relates to a specific future period or event, in which case it is deferred.

Interest is recorded when it is receivable.

Expenditure and irrecoverable VAT

All expenditure is accounted for on an accruals basis and has been included under expense categories that aggregate all costs for allocation to activities.

Indirect costs, including governance costs, which cannot be directly attributed to activities, are allocated proportionate to total direct costs allocated to each project area, as outlined in note 5 of the financial statements.

Irrecoverable VAT is charged against the category of expenditure for which it was incurred.

Tangible fixed assets and depreciation

All assets costing more than £500 are capitalised.

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their residual value, over their useful life, on the following basis:

Computer equipment	4 years
Fixtures & fittings	5 years

Freehold property is not depreciated.

Cash at bank and in hand

Cash at bank and in hand includes cash in hand, deposits with banks and funds that are readily convertible into cash at, or close to, their carrying values but are not held for investment purposes.

Debtors and prepayments

Trade and other debtors are recognised at the settlement amount after any trade discount is applied. Prepayments are valued at the amount prepaid net of any trade discounts due.

Creditors and accruals

Creditors 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.

Critical estimates and judgements

In preparing financial statements it is necessary to make certain judgements, estimates and assumptions that affect the amounts recognised in the financial statements. The annual depreciation charge for tangible fixed assets is sensitive to changes in useful economic lives and residual values of assets. In the view of the Trustees in applying the accounting policies adopted, no judgements were required that have a significant effect on the amounts recognised in the financial statements nor do any estimates or assumptions made carry a significant risk of material adjustment in the next financial year.

1. Accounting policies (continued from previous page)

Financial instruments

Basic financial instruments are measured at amortised cost other than investments which are measured at fair value.

Pensions

The Charity operates a defined contribution pension scheme which is administered by an external independent pension provider. Contributions are recognised in the Statement of Financial Activities as they fall due.

2. Comparative statement of financial activities

	Unrestricted funds	Restricted funds	Total funds
	Year ended 31 Mar 2022	Year ended 31 Mar 2022	Year ended 31 Mar 2022
	£	£	£
Income from:			
Donations and legacies	14,738	38,603	53,341
Charitable activities	780,054	-	780,054
Investments	196	-	196
Total income	794,988	38,603	833,591
Expenditure on:			
Raising funds	8,221	-	8,221
Charitable activities			
Psychotherapy services	774,531	42,603	817,134
Total expenditure	782,752	42,603	825,355
Net income/(expenditure)	12,236	(4,000)	8,236
Transfer between funds	165,215	(165,215)	-
Net movement in funds	177,451	(169,215)	8,236
Reconciliation of funds:			
Total funds brought forward	581,612	180,465	762,077
Total funds carried forward	759,063	11,250	770,313

3. Income from donations and legacies

	Unrestricted funds Year ended 31 Mar 2023 £	Restricted funds Year ended 31 Mar 2023 £	Total funds Year ended 31 Mar 2023 £
Grants			
BBC Children in Need	-	35,043	35,043
Drapers Charitable Trust	-	7,500	7,500
London Community Foundation	-	20,000	20,000
National Lottery Community Fund	-	14,961	14,961
The Bridge Renewal Trust	-	4,971	4,971
The Clothworkers Foundation	-	24,000	24,000
Grants	-	106,475	106,475
Donations	26,794	-	26,794
Legacies	22,675	-	22,675
	49,469	106,475	155,944

	Unrestricted funds Year ended 31 Mar 2022 £	Restricted funds Year ended 31 Mar 2022 £	Total funds Year ended 31 Mar 2022 £
Grants			
BBC Children in Need	-	17,108	17,108
Drapers Charitable Trust	-	7,500	7,500
National Lottery Community Fund	-	4,995	4,995
Peter Stebbing Charitable Trust	-	9,000	9,000
Grants	-	38,603	38,603
Donations	14,156	-	14,156
Coronavirus Job Retention Scheme	582	-	582
	14,738	38,603	53,341

4. Income from charitable activities

	Unrestricted funds Year ended 31 Mar 2023 £	Restricted funds Year ended 31 Mar 2023 £	Total funds Year ended 31 Mar 2023 £
Grants and contracts with statutory bodies			
Barnet, Enfield & Haringey NHS	130,000	-	130,000
NHS North Central London	536,202	-	536,202
Grants and contracts with statutory bodies	666,202	-	666,202
Charges and fees	86,337	-	86,337
	752,539	-	752,539

	Unrestricted funds Year ended 31 Mar 2022 £	Restricted funds Year ended 31 Mar 2022 £	Total funds Year ended 31 Mar 2022 £
Grants and contracts with statutory bodies			
Barnet, Enfield & Haringey NHS	86,667	-	86,667
Department of Health & Social Care	143,671	-	143,671
NHS North Central London	474,473	-	474,473
Grants and contracts with statutory bodies	704,811	-	704,811
Charges and fees	75,243	-	75,243
	780,054	-	780,054

5. Total expenditure

	Direct staff costs	Direct other costs	Indirect costs	Total costs
	Year ended 31 Mar 2023	Year ended 31 Mar 2023	Year ended 31 Mar 2023	Year ended 31 Mar 2023
	£	£	£	£
Raising funds	58,904	6,205	7,412	72,521
Charitable activities				
Psychotherapy services	662,678	24,555	78,237	765,470
	721,582	30,760	85,649	837,991

	Direct staff costs	Direct other costs	Indirect costs	Total costs
	Year ended 31 Mar 2022	Year ended 31 Mar 2022	Year ended 31 Mar 2022	Year ended 31 Mar 2022
	£	£	£	£
Raising funds	-	7,201	1,020	8,221
Charitable activities				
Psychotherapy services	635,641	80,094	101,399	817,134
	635,641	87,295	102,419	825,355

Indirect costs, including governance costs, which cannot be directly attributed to activities, were allocated between cost centres proportionate to the direct staff and other costs allocated to those activities.

An analysis of costs of raising funds split between restricted and unrestricted funds can be found in note 6.

An analysis of charitable activities split between restricted and unrestricted funds can be found in note 7.

An analysis of staff costs can be found in note 8.

Indirect costs includes:

	Total costs	Total costs
	Year ended 31 Mar 2023	Year ended 31 Mar 2022
	£	£
Other staff costs	9,126	5,934
Premises costs	24,186	28,257
Administrative costs	12,479	11,417
IT and other professional services	14,857	19,978
Rebrand work	1,135	13,993
Governance costs	23,866	22,840
	85,649	102,419

5. Total expenditure (continued from previous page)

Governance costs includes:

	Total costs Year ended 31 Mar 2023 £	Total costs Year ended 31 Mar 2022 £
Insurance	4,989	4,352
Independent examination	2,205	2,100
Depreciation	15,822	15,120
Training expenses	454	786
Other	396	482
	23,866	22,840

6. Expenditure on raising funds

	Unrestricted funds Year ended 31 Mar 2023 £	Restricted funds Year ended 31 Mar 2023 £	Total funds Year ended 31 Mar 2023 £
Direct staff costs	58,904	-	58,904
Direct other costs	6,205	-	6,205
Indirect costs	7,412	-	7,412
	72,521	-	72,521

	Unrestricted funds Year ended 31 Mar 2022 £	Restricted funds Year ended 31 Mar 2022 £	Total funds Year ended 31 Mar 2022 £
Direct other costs	7,201	-	7,201
Indirect costs	1,020	-	1,020
	8,221	-	8,221

7. Expenditure on charitable activities

	Unrestricted funds	Restricted funds	Total funds
	Year ended 31 Mar 2023	Year ended 31 Mar 2023	Year ended 31 Mar 2023
	£	£	£
Direct staff costs	587,071	75,607	662,678
Direct other costs	21,753	2,802	24,555
Indirect costs	69,311	8,926	78,237
	678,135	87,335	765,470

	Unrestricted funds	Restricted funds	Total funds
	Year ended 31 Mar 2022	Year ended 31 Mar 2022	Year ended 31 Mar 2022
	£	£	£
Direct staff costs	602,501	33,140	635,641
Direct other costs	75,918	4,176	80,094
Indirect costs	96,112	5,287	101,399
	774,531	42,603	817,134

8. Staff costs

	Total costs	Total costs
	Year ended 31 Mar 2023	Year ended 31 Mar 2022
	£	£
Gross salaries	648,272	575,772
Employer's NIC	55,104	44,521
Employer's pension	18,206	15,348
	721,582	635,641

The average headcount during the period was 27 persons (2022: 25 persons).

One employee received employee benefits of between £60,000 and £69,999 (2022: 1 employee between £70,000 and £79,999).

The total employee benefits paid to key management personnel during the year was £104,648 (2022: £80,701).

9. Tangible fixed assets

	Freehold property £	Computer equipment £	Fixtures & fittings £	Total £
Cost				
At 1 April 2022	305,457	48,704	17,078	371,239
Additions in the year	-	1,051	-	1,051
At 31 March 2023	305,457	49,755	17,078	372,290
Accumulated depreciation				
At 1 April 2022	-	25,060	3,555	28,615
Charge for the year	-	12,406	3,417	15,823
At 31 March 2023	-	37,466	6,972	44,438
Net book value				
At 1 April 2022	305,457	23,644	13,523	342,624
At 31 March 2023	305,457	12,289	10,106	327,852

10. Debtors and prepayments

	Total costs Year ended 31 Mar 2023 £	Total costs Year ended 31 Mar 2022 £
Accounts receivable	316,255	100,185
Prepayments	-	12,604
Other debtors	2,974	3,034
	319,229	115,823

11. Creditors: amounts falling due within one year

	Total costs	Total costs
	Year ended	Year ended
	31 Mar 2023	31 Mar 2022
	£	£
Accounts payable	869	32,073
Accruals	3,271	4,070
Deferred income	153,805	32,759
HMRC payable	17,490	15,872
Pension payable	3,673	3,192
Other creditors	1,397	-
	180,505	87,966

Deferred income consists of the following deferred grants:

	Total costs	Total costs
	Year ended	Year ended
	31 Mar 2023	31 Mar 2022
	£	£
Brought forward at 1 April 2022	32,759	-
Released in year	(32,759)	-
Deferred in year	153,805	32,759
Carried forward at 31 March 2023	153,805	32,759

12. Analysis of charity funds

	Balance brought forward Year ended 31 Mar 2023 £	Income for the period Year ended 31 Mar 2023 £	Expenditure in the period Year ended 31 Mar 2023 £	Transfers between funds Year ended 31 Mar 2023 £	Balance carried forward Year ended 31 Mar 2023 £
Unrestricted funds					
Designated funds					
Capital - equipment	37,167	-	-	-	37,167
Capital - buildings	305,457	-	-	-	305,457
Property maintenance reserve	17,250	-	-	-	17,250
Development of the service	109,389	-	-	-	109,389
Designated funds	469,263	-	-	-	469,263
General fund	289,800	804,961	(750,656)	1,250	345,355
Unrestricted funds	759,063	804,961	(750,656)	1,250	814,618
Restricted funds					
Parent peer support/parenting teenagers	1,250	-	-	(1,250)	-
Triple Track Treatment Project 2	10,000	-	(10,000)	-	-
Tottenham	-	7,500	(7,500)	-	-
Counselling	-	70,004	(60,038)	-	9,966
Home cooked	-	4,971	(4,971)	-	-
Clothworkers	-	24,000	(4,826)	-	19,174
Restricted funds	11,250	106,475	(87,335)	(1,250)	29,140
Total funds	770,313	911,436	(837,991)	-	843,758

Capital – equipment and buildings

To assist in calculation of the available reserves, and due to the large balance of assets on the balance sheet, the Trustees have set aside the net book value of the fixed assets within a designated fund.

Historically there was also a restricted fund balance for the buildings as a result of funding received to fund significant building improvements including an extension in prior periods. During the current period clarification was sought from the funders to establish if they held a restriction over future use of the extension. As the funders do not hold any covenant or restriction over the building the buildings have now been treated as unrestricted in their entirety, represented by the transfer from restricted to designated funds above.

Property maintenance reserve

This reserve was created in 2013/14 with the intention of increasing the amount over the forthcoming years to make sure the Charity has sufficient reserves for internal and external redecoration in the short term, and replacement of roof, windows, central heating and other significant repairs in the long term.

12. Analysis of charity funds (continued from previous page)

Development of the service

A very generous donation of £198,000 was awarded to Open Door in May 2018. The donor, who wishes to remain anonymous, stipulated that the money be spent within a maximum time frame of 3-5 years and that it be used to directly benefit the young people, parents and carers who access Open Door. The Trustees have prudently set this aside as a designated fund for development of the service over the next few years.

Parent peer support

This is funding received from three smaller grants to help establish parent peer support as part of the wider work with parents. During the prior year several funders who had contributed to this fund agreed, in light of the ongoing COVID-19 pandemic, for the funds to be transferred to core costs.

Triple Track Treatment Project

This is a multi-year project funded by comic Relief that has now ended working with depressed 16-24 year olds at risk of social exclusion.

Tottenham

This is funding from the Drapers Charitable Trust to develop the clinical service for young people aged 12 – 24 in Tottenham.

Counselling

This is funding from a number of grant funders to develop the clinical service for young people aged 12 – 24.

12. Analysis of charity funds (continued from previous page)

	Balance brought forward Year ended 31 Mar 2022 £	Income for the period Year ended 31 Mar 2022 £	Expenditure in the period Year ended 31 Mar 2022 £	Transfers between funds Year ended 31 Mar 2022 £	Balance carried forward Year ended 31 Mar 2022 £
Unrestricted funds					
Designated funds					
Capital - equipment	49,838	-	(15,120)	2,449	37,167
Capital - buildings	140,242	-	-	165,215	305,457
Property maintenance reserve	17,250	-	-	-	17,250
Development of the service	109,389	-	-	-	109,389
Designated funds	316,719	-	(15,120)	167,664	469,263
General fund	264,893	794,988	(767,632)	(2,449)	289,800
Unrestricted funds	581,612	794,988	(782,752)	165,215	759,063
Restricted funds					
Capital - buildings	165,215	-	-	(165,215)	-
Parent peer support/parenting teenagers	5,250	-	(4,000)	-	1,250
Triple Track Treatment Project 2	10,000	-	-	-	10,000
Tottenham	-	7,500	(7,500)	-	-
Counselling	-	31,103	(31,103)	-	-
Restricted funds	180,465	38,603	(42,603)	(165,215)	11,250
Total funds	762,077	833,591	(825,355)	-	770,313

COVID-19 response

This was funding received to support the organisation adapt to new ways of working during the COVID-19 pandemic.

Tottenham 2

This was funding from City Bridge Trust to develop the clinical service for young people aged 12 – 24 in Tottenham.

Youth Violence

This was a small 2-year grant from the Evening Standard Dispossessed Fund Saving London Lives to pilot a therapy project for young people and families affected by serious youth violence. We aim to work with 34 young people each year and their parents/carers as appropriate.

12. Analysis of charity funds (continued from previous page)

Ventilation system

This was a small grant received to support purchase of a new ventilation system for the offices. This was purchased in year and capitalised onto the balance sheet and so the grant was released to unrestricted reserves to reflect this.

13. Analysis of net assets

	Unrestricted funds	Restricted funds	Total funds
	Year ended 31 Mar 2023	Year ended 31 Mar 2023	Year ended 31 Mar 2023
	£	£	£
Fixed assets	327,852	-	327,852
Current assets	513,466	182,945	696,411
Current liabilities	(26,700)	(153,805)	(180,505)
	814,618	29,140	843,758

	Unrestricted funds	Restricted funds	Total funds
	Year ended 31 Mar 2022	Year ended 31 Mar 2022	Year ended 31 Mar 2022
	£	£	£
Fixed assets	342,624	-	342,624
Current assets	471,646	44,009	515,655
Current liabilities	(55,207)	(32,759)	(87,966)
	759,063	11,250	770,313

14. Analysis of net debt

	As at 1 Apr 2022 £	Cash flows £	Other movements £	As at 31 Mar 2023 £
Cash and cash equivalents				
Cash at bank	399,832	(22,650)		377,182
	399,832	(22,650)	-	377,182

	As at 1 Apr 2021 £	Cash flows £	Other movements £	As at 31 Mar 2022 £
Cash and cash equivalents				
Cash at bank	418,569	(18,737)	-	399,832
	418,569	(18,737)	-	399,832

15. Trustee remuneration

During the year, no trustee received any remuneration (2022: £Nil). No members of the Board of Trustees received reimbursement of expenses (2022: £Nil).

16. Related party transactions

During the year there were no related party transactions (2022: £Nil).



open door

Better mental health
for young people

OPE001 - Final Accounts - 31 March 2023

Final Audit Report

2023-12-15

Created:	2023-12-15
By:	Andrew Nash (andy@andynashac.com)
Status:	Signed
Transaction ID:	CBJCHBCAABAAfE2RiEM9SgaULBFy-qG01yxJat_WEU1

"OPE001 - Final Accounts - 31 March 2023" History

 Document created by Andrew Nash (andy@andynashac.com)

2023-12-15 - 3:53:16 PM GMT- IP address: 83.219.34.251

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2023-12-15 - 4:01:17 PM GMT- IP address: 81.151.85.226

 Signer karenalisbury999@msn.com entered name at signing as Karen Simmons

2023-12-15 - 4:01:51 PM GMT- IP address: 81.151.85.226

 Document e-signed by Karen Simmons (karenalisbury999@msn.com)

Signature Date: 2023-12-15 - 4:01:53 PM GMT - Time Source: server- IP address: 81.151.85.226

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Signature Date: 2023-12-15 - 4:10:37 PM GMT - Time Source: server- IP address: 83.219.34.251

 Agreement completed.

2023-12-15 - 4:10:37 PM GMT

Accounts



Open Door, Young People's Consultation Service

Trustees Annual Report and Unaudited Financial Statements Year ended 31 March 2022

Charity registration - 299707

Company number - 02270443

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Legal and administrative information

Charity name

Open Door, Young People's Consultation Service

Charity registration no.

299707

Company registration no.

02270443

Registered office and contact details

12 Middle Lane
Crouch End
London
N8 8PL

Trustees

Karen Simmons	Chair
Jacqueline Tefoglou	Treasurer
Claire Lindfield	Vice Chair
Angela Alabi	(appointed 13 October 2021)
Alex Ramos Boylan	(appointed 15 December 2021)
Scarlett MccGwire	
Judith Shuttleworth	
Janine Sternberg	

Director

Julia Britton

Bank

Barclays Bank Plc
Crouch End Branch
8 The Broadway
London
N8 9SX

Unity Trust Bank
Nine Brindley Place
Birmingham
B1 2HB

Independent examiner

Andy Nash Accounting & Consultancy Ltd
Units 24 & 25
Goodsheds Container Village
Hood Road
Barry
CF62 5QU

Trustees annual report

The Board of Trustees, who are also directors of the Charity for the purposes of the Companies Act, and trustees for charity law purposes, submit their annual report and the financial statements of Open Door, Young People's Consultation Service for the year ended 31 March 2022.

The Board of Trustees confirms that the annual report and financial statements of the Charity comply with current statutory requirements, including the Charity Act 2011, as well as the requirements of the Charity's governing document and the provisions of the 'Charities SORP (FRS 102) - 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) second edition (effective 1 January 2019)', the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), and the Companies Act 2006.

Objectives and activities

Based in Haringey, north London, Open Door was founded in 1976 and incorporated as a registered charity on 21 July 1988 and a company limited by guarantee on 23 June 1988.

Open Door is dedicated to improving the mental health and emotional well-being of young people aged 12-24 in their transition through adolescence to adulthood. We aim to reduce the risk of suicide and self-harm and alleviate the effects of abuse, trauma and mental ill health. We aim to help young people feel more in control of their lives, make positive choices, fulfil their potential and prevent social exclusion. We also recognise the need to support parents and carers to better understand their adolescent and young adult children, improve relationships and prevent family breakdown. We aim to provide an inclusive service that works to remedy discrimination on any grounds. Open Door aims to ensure the delivery of effective evidence-based interventions through monitoring, evaluation and research and to contribute to service improvement more widely, including the support of specialist professional trainings in adolescent mental health.

To fulfil our objectives, Open Door undertakes the following activities:

- **Service provision** – Open Door provides a range of psychological therapies to young people aged 12-24 experiencing difficulties including: depression, anxiety, self-harm, sexual abuse and exploitation, bullying and violence, drug and alcohol misuse, problematic internet use and gender identity issues. We also offer specialist support for parents and carers facing the particular challenges of parenting teenagers and young adults.
- **Research, Evaluation and Dissemination** – Open Door undertakes comprehensive evaluation of all its therapeutic interventions as well as specific clinical research projects and disseminates findings in published papers, media reports and conference presentations.
- **Engagement in service improvement and training** – Open Door actively participates in local and national networks on behalf of its beneficiaries in order to improve service provision and raise awareness of adolescent mental health more widely. Open Door also supports professional trainings in adolescent mental health.

Delivering Public Benefit

Open Door's objectives and activities fully reflect the purposes that the Charity was set up to further.

75% of adult mental health problems emerge by the age of 24, though many at-risk young people struggle to engage with statutory services which are often experienced as stigmatising and not-in-tune with their developmental needs. Open Door has a vital role to play in meeting the needs of local vulnerable young people aged 12-24 and by intervening early, prevent the continuation of difficulties into adulthood which can have profound and sometimes tragic consequences.

The Trustees have followed the guidance issued by the Charity Commission with regard to the public benefit arising from the activities undertaken by Open Door. The Trustees are satisfied that the services provided

by Open Door fully meet the principles of public benefit as set out in the Charity Commission Guidance.

Context

Adolescence and the transition to adulthood is a period of massive change and development – biological, cognitive, social, and psychological. For some, it is a time of excitement, self-exploration, and expectation. For others it can be difficult, disheartening or even overwhelming. Rates of mental distress, eating-disorders, self-harm, and suicide are rising amongst teenagers and young adults and there is a growing consensus that we are experiencing a crisis in adolescent mental health and wellbeing made significantly more acute by the impact of the covid-19 pandemic. However, access to appropriate mental health support remains a real issue as highlighted by a 2020 Children's Society report revealing that 75% of young people with mental health problems are not receiving the help they need. This is not solely due to underfunding in the statutory sector. Young people tell us that they are reluctant to use services they perceive as 'medical' and stigmatising, are often difficult to access, do not always provide sufficient confidentiality, and are perceived as narrow and rigid in approach. Another key obstacle to engagement is that 18 is the age at which most young people must transition from child & adolescent to adult mental health services, described in numerous reports as a 'cliff edge' in support. Neuroimaging is confirming what many working with young people have known for some time, that adolescence does not end at the age of 18 and that the adolescent brain continues to develop into the mid-20s.

Drawing on more than four decades of frontline clinical work, Open Door recognises that young people struggling in their transition to adulthood require bespoke services up to the age of 25 which are in-tune with their developmental needs, can offer a choice of effective therapies within non-stigmatising settings that can be accessed by self-referral. We also recognise the need to extend our reach to the most marginalised and vulnerable young people in areas of deprivation and are continuing to develop our service in Tottenham alongside our more established base in Crouch End. We have further extended our reach by increasing our work in secondary schools and since the pandemic, have been able to offer online therapy alongside our face-to-face work.

Our own evidence from many years of clinical practice and evaluation suggests that whilst adolescence and early adulthood are periods of greater vulnerability, they are also periods when significant positive psychological change can occur; and with the right approach, in the right setting, the outcomes and life chances of young people can be significantly enhanced.

Achievements and performance in the year

Open Door's response to Covid-19

All our activities in 2021/22 took place against the backdrop of the coronavirus pandemic, presenting Open Door with unprecedented challenges to which we responded swiftly and effectively.

Throughout the two years of the pandemic, we offered as much covid secure face-to-face therapy as we could – whilst adjusting our practice in response to the fluctuations in health risk and government guidance. By late March 2022 we were offering between 85-90% of all appointments in person.

Open Door has emerged from the pandemic as a flexible blended service and will continue to offer both face-to-face and remote therapy based on clinical need, digital access, safety, and choice. Despite the unprecedented challenges presented by the pandemic, we managed to grow the service and reduce our waiting list during 2020/21. However, as the new financial year approached, we began to see the emergence of the anticipated 'covid surge' and a significant increase in referrals during 2021/22.

What do we offer?

Open Door recognises that young people do not all experience emotional difficulties in the same way, nor do they all need or want the same kind of help. We have continued to offer a range of evidence-based interventions addressing mild to severe difficulties and we were able to offer psychotherapy, CBT (Cognitive Behaviour Therapy), trauma focussed CBT, mindfulness, family work, specialist psychotherapy for young people with special educational needs and disabilities and support for parents and carers.

Therapy was offered on a brief, medium and longer-term basis from a few sessions of crisis work to two

years weekly psychotherapy.

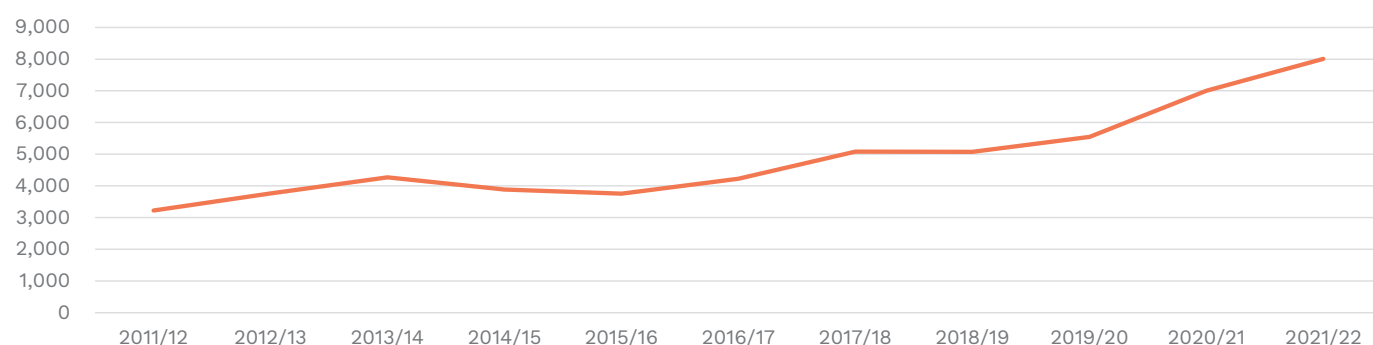
Therapy services were offered Monday-Friday 9am to 7pm at our Crouch End and Tottenham services and online. We also delivered therapy services in two secondary schools, face-to-face and online.

Service delivery

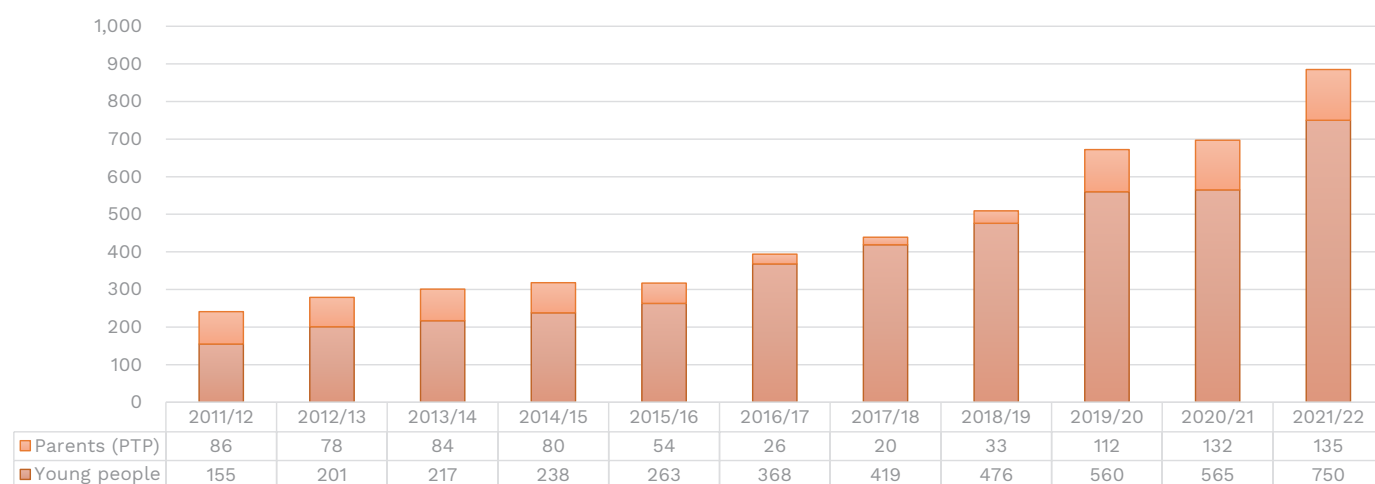
Despite the challenges of the pandemic Open Door achieved its highest ever annual level of service taking the number of clinical appointments offered to over 8,000 – a 44% increase over 3 years:

- 8,009 therapy appointments were offered to 750 young people, and 135 parents, a total of 885 service users.
- 78% of all appointments were attended across our services, an increase of 5% over 3 years.

Number of appointments per year



Number of patients attending appointments per year



About our service users

Of the 750 young people who attended Open Door, 64% were from ethnic minorities and 55% of young people were from the more deprived east of the borough.

Our latest audit shows:

- 90% of young people accessing Open Door presented with low mood/depression and 96% with anxiety (including panic and PTSD).
- More than 50% of young people across our services reported suicidal thinking and self-harm.
- Family problems are reported by 70% of service users and 70% also report peer relationship difficulties.

- 53% of young people have difficulties with anger and aggression.
- More than a third (34%) of young people coming to Open Door are neurodiverse (this includes autism, ADHD, dyspraxia, dyslexia and other specific learning difficulties and disabilities).
- 39% of young people accessing our services had experienced abuse or neglect, rising to 51% of 18–24-year-olds. 16% of under-18s, and 24% of young adults have experienced domestic violence.

Such adverse childhood experiences put children and young people at significant risk in terms of future mental ill health, substance misuse, conduct and relationship difficulties if not addressed during these crucial years.

These figures support the evidence of the impact of these factors on the psychological health and wellbeing of children. What is encouraging is that so many parents come to the service able to talk about these issues.

Our latest audit showed that around 46% of parents of young people accessing Open Door, had 1 or more physical/mental health difficulties and/or misused alcohol or drugs. 26% of young people across the age range had parents with mental health difficulties.

Outcomes

Open Door's therapy services are fully evaluated using therapist assessment, service user feedback and validated clinical outcome measures. Our latest six-year evaluation, completed in July 2022, shows positive outcomes across the service including:

- 65% of young people aged 12-18 experienced an improvement in low mood/depression. In 18–24-year-olds, this rose to 80%. For anxiety, the percentage improvement was 65% and 74% respectively.
- Almost 65% of young people reported reduction in self-harm.
- Over 70% of young people experienced an improvement in the quality of relationships. In the Parenting Teenagers Project, 67% of parents reported emotional and behavioural improvement in their teenagers with 94% attributing this to the help they received.

Feedback from our service users

All young people complete a validated Experience of Service Questionnaire (CHI-ESQ) at the end of treatment.

- 94% agreed that the help they received was good;
- 99% felt listened to;
- 100% felt they were treated well; and,
- 96% would recommend the service to a friend.

Our survey into the experience of online therapy during the first lockdown (August 2020) revealed that 75% of young people would prefer face-to-face therapy and since fully re-opening, 85-90% are choosing to be seen in-person.

"I felt very safe and welcomed ... In other services I felt unable to open up due to being rushed by the limited number of sessions available, this was not the case at Open Door. It was also very beneficial having a therapist of colour as I felt more understood and less apprehensive talking about issues surrounding my experience with racism."

"I appreciated the smooth transition to online therapy and the fact that this was kept consistent in the hardest moments of lock down".

"The service is good and is really helping me. The fact that it is free and local is really important for young people".

"I gained insight in how my daughter maybe feeling and why she reacts in certain ways towards me. I felt the sessions helped me into a new chapter in my daughter's growth and gave me more confidence. Thank you".

Projects

In addition to our core service, Open Door delivered two funded projects during 2021/22:

Open Door Tottenham

Now in its ninth year, our Tottenham service remains key to our strategy of reaching into communities where access to mental health support has historically been low. We lease two rooms within a grade 2 listed building managed by The Trampery, a social enterprise specialising in shared workspaces across London promoting entrepreneurship, creativity, and community development. A higher number of clinical appointments were offered remotely during the pandemic as The Trampery was largely closed during periods of lockdown. Open Door receives funding from several charitable trusts/funds to support its work in Tottenham:

- BBC Children in Need is funding under 18s treatment with a grant of £104,081 over a three year period (running October 2021 to September 2024);
- a grant from the Peter Stebbings Memorial Charity for £9,000 funded core work (Sept21-Feb22);
- a grant from the Drapers Charitable Fund for £15,000 is funding the Young Adult Service (Oct21-Sept22); and,
- a grant from the National Lottery Communities Fund for £9,989 is also funding the Young Adult Service (Sept 21-Aug22).

This has helped fund 1,183 appointments for young people, parents, and carers in our Tottenham Service.

New Narratives – working with young people and families affected by serious youth violence

In November 2018 we were awarded a small 2-year grant of £20,000 from the Evening Standard Dispossessed Fund to pilot a therapy project for young people and families affected by serious youth violence. The funding ended in December 2020. The outcomes of the pilot were very positive, and we were awarded £65,000 from North Central London (NCL) CCG to further develop the service in October 2021 of which £35k was used in 2021/22. We now have a dedicated small team of therapists working with some of the most marginalised and at-risk young people in Haringey. The project is increasing access to our service for boys and young men from ethnic minorities ; 80% of the project users have been male; 85% from ethnic minority backgrounds, 72% young people of colour, significantly higher than in our core service.

Inequalities Fund

In October 2021, Open Door was part of Haringey's successful Inequalities Bid to secure funding from North Central London CCG. This multi-agency bid focuses on engaging children and young people who do not ordinarily access statutory CAMHS by funding sports, creative arts, and other activities. This also includes provision for Open Door's direct therapeutic work, focussing on young people via the lead organisation and Open Door will receive up to £130k over 2 years. We will be delivering direct clinical work, consultation with partner organisations and have secured a partnership with Tottenham Hotspur Foundation to deliver our 'Finding Your Feet' football groups.

London Vanguard Violence Reduction Pilot

Open Door is a partner in North Central London (NCL) ICS's (Integrated Care System) successful bid to become a London Vanguard pilot site to develop co-produced trauma informed, mental health provision within the community for 0–25-year-olds at risk of or affected by youth violence which will run from 2021 to 2024. The project will focus on Tottenham, Edmonton, Finsbury Park and Caledonian Road – areas with

the highest levels of serious youth violence. £3million will come into NCL over 3 years out of the £10million Home Office and Youth Endowment Fund funding. Open Door will receive £50,000 per year over 2-3 years to work with parents and carers. Our work will start in 2022.

Haringey Autism Hub

During 2021/22 Open Door developed a close partnership with #ActuallyHaringey Autism Hub and were commissioned to deliver a one day per week clinical service for 16–24-year-olds alongside social, educational, and training activities in a newly refurbished and co-designed hub for autistic adults. This is an important development given our commitment to health equality and the high numbers of autistic young adults we work with who need holistic support in their transition to adulthood. Our work in the hub will start in September 2022.

Open Door Schools Service

The extended periods of school closure during the first year of the pandemic impacted on our ability to deliver on-site or remote therapy and we saw a 15% reduction in appointments in 2020/21. In 2021/22 we saw a real recovery and our service delivery increased by 61% on the previous year and 12% on pre-covid levels.

Our school service in Woodside High School increased from 4 to 5 days. Woodside High is an outstanding community-oriented school serving an area of high need and deprivation encompassing Wood Green and Tottenham. Our work in Newman Catholic College (Brent) also expanded with the appointment of a third clinical trainee.

In 2021/22 we worked with 92 students and offered 989 appointments across the two schools.

Trainees/training

In 2021/22 we provided training placements to three NHS funded, ACP accredited Child and Adolescent Psychotherapy trainees in partnership with the Tavistock and Portman NHS Foundation Trust, IPCAPA (Independent Psychoanalytic Child and Adolescent Psychotherapy Association) and Barnet and Enfield NHS Mental Health Trust. Our school service in Brent is delivered by trainees from the Tavistock Clinic. In 2021/22 we also provided a training placement for a Counselling Psychologist from the University of East London. The clinical team has also benefitted from training in EMDR (a trauma intervention), Mindfulness and the 'Open Door Approach to Parenting Teenagers' model, as well as regular clinical supervision, team meetings and safeguarding training.

Volunteers

Over the year, two volunteer therapists contributed to our clinical service. We had further voluntary input to the non-clinical aspects of the service including research, data analysis and evaluation for which we are extremely grateful.

Research

We continued work on our Randomised Controlled Trial (RCT) research project into the efficacy of Open Door's manualised parenting intervention - the Open Door Approach to Parenting Teenagers (APT). We aim to conclude this research in 2022/23.

Partnerships, Collaborations and Networks

In addition to our training partnerships, Open Door recognises the importance of participating in and developing networks in order to ensure that the mental health needs of young people continue to be represented in service development in the statutory and voluntary sectors. During 2021/22, Open Door remained a central member of the Haringey CAMHS Children and Young People's Expert Reference Group and was invited to join the Haringey Children and Young People's Mental Health and Wellbeing Executive. The CEO was also invited to be the voluntary sector representative on the North Central London CCG's Mental Health Service Review Programme Board overseeing the Strategic Review of Mental Health Services across Barnet, Enfield, Haringey, Camden, and Islington.

We continued to participate in specific strategy groups on issues including transitions from adolescent

to adult services, Looked After Children and Haringey's All Age Autism Strategy (2021-2031). Throughout the year, Open Door continued to participate in the Haringey Suicide Prevention Group and the borough's Voluntary and Community Sector Forum.

As part of our involvement in the national 4 week-waiting time initiative, Open Door participated in NHS England's proposed waiting time standard for children and young people's mental health.

Rebranding, website and promotion

The COVID-19 pandemic highlighted the importance of online communication. Open Door decided to invest in a fresh looking, mobile phone friendly, easy to use website which young people, parents and carers could use not only to access our service, but also as a resource of support and for signposting.

We also needed a website which would inform funders and donors about our work and give them confidence in our capacity to deliver professional, evidence-based mental health treatment, responsive to the needs of young people, parents, and carers.

As a first step, brand creators **Bright & Bold** consulted with young people, staff, trustees, funders, and other stakeholders to develop new branding and publicity materials, emphasising Open Door's welcoming, warm and caring approach, and our commitment to transforming young lives through better mental health.

Local web designers, **Zambezi Digital** worked with Bright & Bold and Open Door to create the website, which went live on April 4th, 2022. One of the highlights of the new website is the short **promotional film** produced by the **Media Trust** and **City Bridge Trust**. Young people worked with director Kate Villevoe, sharing their stories and experiences of coming to Open Door. We hope the film will encourage more young people to seek help and give hope to those struggling with their mental health.

Awards

Open Door won a Highly Commended runners up award in the category '**Outstanding Community Organisation of the Year**' at the **Haringey Community Impact Awards 2021** sponsored by the Bridge Renewal Trust and Haringey Council.

Key Challenges:

Managing demand

Despite record levels of service delivery and income generation, meeting demand remained the biggest challenge facing us. We managed to grow the service by 14% compared to last year and 44% over the past 3 years. As predicted, there has been a 'covid surge' in referrals. By the end of 2021/22 referrals were up by 42% on pre-covid levels and our waiting list stood at over 200, its highest ever level.

Despite the significant growth in clinical capacity, we were once again not able to reverse our decision, taken in 2019/2020, to close our referrals to 23- and 24-year-olds.

Fundraising/donations

To mark World Mental Health Day on October 10th, 2021, and Open Door's 45th Anniversary, staff, Trustees, volunteers, and supporters walked the Moselle River walk from our base in Crouch End to Open Door Tottenham raising £3,300. A local fundraiser, Rachel Speed, has run yoga sessions raising nearly £3,000. Other donations (individual and corporate) were made to the value of around £5,000, bringing total fundraising activity above the target of £10,000.

A very generous donation of £198,000 was awarded to Open Door in May 2018. The donor, who wishes to remain anonymous, stipulated that the money be spent within a maximum time frame of 5 years and that it be used to directly benefit the young people, parents and carers who access Open Door. Of this total amount, £42,000 was committed during 2018/19 and 2019/20 to support the continuation of the service provided to parents. The remaining amount was placed into a designated fund to support development of the service. A further £47,024 in 2020/21 and £80,613 in 2021/22 was committed to create additional clinical capacity in the young adult service (18-24-year olds).

Towards the end of the financial year, we successfully applied for £143,671 retrospective funding from

the Department of Health and Social Care's Suicide Prevention Fund which could be applied to eligible unfunded expenditure in 2021/22. Higher than anticipated income generation in 2021/22 has enabled us to carry forward all of the big donation funds allocated to that year into 2022/23 which has meant that once again, we are able to sustain the service expansion of the last 2 years. We have received confirmation from the donor that we can, if necessary, carry some of the donation into a sixth year, 2023/24, as long as we continue to use it to support clinical delivery.

The donor recognises that there may be indirect costs associated with building clinical capacity and organisational sustainability and recognises that it is for Open Door to make this judgement within the spirit of the gift, that it is used to give the maximum help it can to young people through increasing access to therapy. The terms of the donation make clear that this should exclude spending on upgrading computer systems.

We are extremely grateful to all our local fundraisers and donors.

Structure, governance & management

Open Door is registered under the Companies Act 2006 as a company limited by guarantee and not having a share capital.

Open Door is a registered charity constituted as a Limited Company under its Memorandum and Articles of Association. The charity registration number is 299707 (England and Wales) and the company registration number is 02270443 (England and Wales).

Organisational Structure

Open Door's Board of Trustees meets 4 times per year and is responsible for the strategic direction and policy of the Charity, as well as oversight of the Charity's operations.

Board sub-committees are set up as required to consider specific issues. The day to day running of the Charity is delegated to the Chief Executive who is supported by a 2.2 FTE Senior Clinical Management Team and a 0.8 Operations Manager who report to the CEO. The CEO in turn reports to the Chair of Trustees.

Selection and appointment of Trustees

As set out in the Articles of Association, the Chair of Trustees is nominated at the Annual General Meeting.

The Trustees are directors of Open Door for the purpose of company law. Open Door Articles of Association require a minimum of 5 Trustees. Trustees meet at least 4 times per year with a quorum of 3 trustees.

Trustees who have served for more than three consecutive years in office must stand for re-appointment. Trustees can serve up to a maximum of three consecutive terms before they must stand down for at least 12 months before being eligible to stand for office again.

The objective is to have a range of appropriate skillsets across fields that are relevant to the Charity's objectives. When recruiting new trustees, consideration is given to the existing trustees' skills and experiences and trustees are sought with the additional skills required. Their appointment is by resolution of the Board of Directors/Trustees following which the required legal documentation is completed.

Trustee Induction and Training

On their appointment, new Trustees are provided with information, in the form of an induction pack, on their role as a Trustee. Ongoing training is provided as required. All Trustees are DBS checked and undertake a Data Security Awareness training at induction. Those who do not have a current Safeguarding training, also undertake Level 2 Safeguarding training at induction.

Staff remuneration

Staff salaries are set and reviewed by the board in line with other internal roles and similar organisations in the charitable and public sector. The Trustees are currently working to establish a formal remuneration

policy and this will be approved within the next twelve months.

Risk management

The Trustees have conducted their own review of the major risks to which the Charity is exposed, and systems and processes have been established to mitigate those risks.

The main risks identified by the Trustees are currently in the areas of Income Generation and Leadership. These are detailed below:

Income generation

- In 2021/22 we built on the successful expansion of the clinical service initiated in 2020/21 with additional funding from the NHS and a large donation. We managed to set a break-even budget for 2022/23 and are in a position to sustain the level of service for another year.

However, the sustainability of this expansion beyond 2022/23 is by no means assured and we are also at risk of over-dependence on NHS funding and our relationship with Haringey Commissioners. The Trustees and CEO agreed an income generation plan to address the need to diversify our income, set targets and maintained a bid writer. A rebranding and website re-design was successfully achieved in April 2022 to improve our online presence and potential fundraising opportunities.

- The CEO remains very involved in high level networking, is active in collaborating with relevant Haringey NHS and Local Authority bids and seeking every opportunity to build relationships across the new NCL ICS (North Central London Integrated Care System).

Given the level of our NHS funding and the reconfiguration of commissioning from CCGs to ICBs, we have been informed that there may be a tender for our contract in the coming year or next.

- The Board of Trustees, Operations Manager and CEO are ensuring that we are 'tender ready' – data quality, governance, financial management, etc.
- The competition for charitable funding is also more acute in the light of the pandemic.

Leadership

- Our long-standing and effective CEO, Julia Britton, left Open Door in September 2022 after 17 years, 9 in the role of CEO and Head of Clinical Services.
- The Trustees and CEO decided to split this role to make it more sustainable given the growth of the service in recent years and the increasing complexity of the funding environment. We moved to a Co-Directorship from September 2022. Ruth Glover, Consultant Child & Adolescent Psychotherapist, took up the post of Clinical Director in June 2022. Claire Jebson was appointed as Interim Business Director in September 2022.

Financial review

During the current financial year the Charity achieved a surplus of £8,236 (2021: deficit of £62,387). This resulted in total reserves increasing in the year to £770,313 (2021: £762,077).

The Trustees are satisfied with the financial performance of the Charity throughout the year.

Of the total reserves held at year end £759,063 (2021: £581,612) were unrestricted as to use, although only £289,800 (2021: £264,893) was available as general funds as a result of designations made to cover the net book value of fixed assets and to cover future development of the service.

Reserves policy

The Trustees have set a reserves policy that the Charity should hold a minimum unrestricted general reserve equivalent to three months salary and overhead expenditure - approximately £210,000. The current level of £289,800 is safely above this level, but not deemed to be excessive.

Statement of Board of Trustees' responsibilities

The Trustees are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and regulations. Company law requires the Trustees to prepare financial statements for each financial year. Under that law they are required to prepare the financial statements in accordance with UK Accounting Standards and applicable law (UK Generally Accepted Accounting Practice), including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland.

Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the excess of expenditure over income for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements 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 its activities.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and 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 have general responsibility for taking such steps as are reasonably open to them to safeguard the assets of the charitable company and to prevent and detect fraud and other irregularities.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the UK governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions. In addition, the Trustees confirm that they are happy that the content of the annual review on pages 5 to 15 of this document, as well as the legal and administrative information on page 4, meet the requirements of both the Trustees' Annual Report under charity law and the Directors' Report under company law.

They also confirm that the financial statements have been prepared in accordance with the accounting policies set out in the notes to the accounts and comply with the Charity's governing document, the Charities Act 2011, the 'Charities SORP (FRS 102) - 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) second edition (effective 1 January 2019)', the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The Trustees confirm that:

- so far as each Trustee is aware, there is no relevant information of which the Charity's independent examiner is unaware; and,
- each Trustee has taken all the steps that they should have taken as a Trustee/Director in order to make themselves aware of any relevant independent examination information and to establish that the Charity's independent examiner is aware of that information.

Preparation of the report

This report has been prepared taking advantage of the small companies exemption of section 415A of the Companies Act 2006, and the exemptions available for smaller charities under the Statement of Recommended Practice.

This report was approved and authorised for issue by the Board of Trustees on 11 October 2022 and signed on its behalf by:

A handwritten signature in black ink that reads "Karen Simmons". The signature is written in a cursive style with a horizontal line underneath.

Karen Simmons (Oct 21, 2022 16:47 GMT+1)

KAREN SIMMONS

CHAIR

Independent examiner's report

I report to the Trustees on my examination of the accounts of Open Door, Young People's Consultation Service (charity number 299707, company number 02270443) for the year ended 31 March 2022 which are set out on pages 18 to 35.

Respective responsibilities of trustees and examiner

The Trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act'). The Trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 ('the 2011 Act') nor under Part 16 of the 2006 Act, and that an independent examination is needed.

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, it is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the general directions given by the Charity Commission under section 145(5)(b) of the Charities Act; and,
- to state whether particular matters have come to my attention.

This report, including my statement, has been prepared for and only for the Charity's Trustees as a body. My work has been undertaken so that I might state to the Charity's Trustees those matters I am required to state to them in an independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the Charity and the Charity's Trustees as a body for my examination work, for this report, or for the statements I have made.

Basis of independent examiner's statement

My examination was carried out in accordance with general directions given by the Charity Commission. An examination includes a review of the accounting records kept by the Charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the Trustees concerning any such matters.

The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

Independent examiner's statement

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 & 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:

- accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or,
- the accounts do not accord with those records; or,
- 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,
- 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.



ANDREW PHILIP NASH ACA

MEMBER OF THE INSTITUTE OF CHARTERED ACCOUNTANTS IN ENGLAND AND WALES – 2461833

DATED: 11 OCTOBER 2022

Andy Nash Accounting & Consultancy Ltd
Units 24 & 25
Goodsheds Container Village
Hood Road
Barry
CF62 5QU

Statement of financial activities

Incorporating the Income and Expenditure Account & Statement of Realised Gains and Losses

For the year ended 31 March 2022

		Unrestricted funds	Restricted funds	Total funds	Total funds
		Year ended 31 Mar 2022	Year ended 31 Mar 2022	Year ended 31 Mar 2022	Year ended 31 Mar 2021
	Notes	£	£	£	£
Income from:					
Donations and legacies	3	14,738	38,603	53,341	99,810
Charitable activities	4	780,054	-	780,054	526,965
Investments		196	-	196	291
Total income		794,988	38,603	833,591	627,066
Expenditure on:					
Raising funds	5 & 6	8,221	-	8,221	7,720
Charitable activities					
Psychotherapy services	5 & 7	774,531	42,603	817,134	681,733
Total expenditure		782,752	42,603	825,355	689,453
Net income/(expenditure)		12,236	(4,000)	8,236	(62,387)
Transfer between funds	12	165,215	(165,215)	-	-
Net movement in funds		177,451	(169,215)	8,236	(62,387)
Reconciliation of funds:					
Total funds brought forward	12 & 13	581,612	180,465	762,077	824,464
Total funds carried forward	12 & 13	759,063	11,250	770,313	762,077

The notes on pages 21 to 35 form part of the financial statements.

Balance sheet

As at 31 March 2022

	Notes	£	Total funds 31 Mar 2022 £	Total funds 31 Mar 2021 £
Fixed assets:				
Tangible assets	9		342,624	355,295
Current assets:				
Debtors & prepayments	10	115,823		22,671
Cash at bank and in hand		399,832		418,569
		<u>515,655</u>		<u>441,240</u>
Liabilities:				
Creditors:				
amounts falling due within one year	11	(87,966)		(34,458)
		<u></u>		<u></u>
Net current assets/(liabilities)			427,689	406,782
Net assets/(liabilities)			770,313	762,077
The funds of the charity:				
Restricted funds	12 & 13		11,250	180,465
Unrestricted funds				
General funds	12 & 13	289,800		264,893
Designated funds	12 & 13	469,263		316,719
		<u></u>		<u></u>
Unrestricted funds			759,063	581,612
Total charity funds			770,313	762,077

The notes on pages 21 to 35 form part of the financial statements.

The financial statements have been prepared in accordance with section 415A of the Companies Act 2006 relating to small companies and FRS 102 Section 1A.

The charitable company is entitled to exemption from audit under section 477 of the Companies Act 2006 for the year ended 31 March 2022, and the members have not required the charitable company to obtain an audit of its financial statements for the year ended 31 March 2022 under 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.

They were approved and authorised for issue by the Board of Trustees on 11 October 2022 and signed on their behalf by:

Karen Simmons

Karen Simmons (Oct 21, 2022 16:47 GMT+1)

KAREN SIMMONS

CHAIR

Statement of cash flows

For year ended 31 March 2022

	Total Funds Year ended 31 Mar 2022 £	Total Funds Year ended 31 Mar 2021 £
Cash flows from operating activities:		
Net income/(expenditure) for period (as per SOFA)	8,236	(62,387)
Adjustments for:		
Depreciation charges	15,120	10,270
Loss on disposal of fixed assets	-	1,776
Investment income	(196)	(291)
(Increase)/decrease in accounts receivables	(83,000)	(3,015)
(Increase)/decrease in accrued grant income	336	(336)
(Increase)/decrease in prepayments and other debtors	(10,488)	(4,080)
Increase/(decrease) in accounts payables	22,479	(6,317)
Increase/(decrease) in accruals	(2,763)	(8,231)
Increase/(decrease) in deferred income	32,759	(21,900)
Increase/(decrease) in HMRC & pension payable	1,033	6,757
	(24,720)	(25,367)
Net cash used in operating activities	(16,484)	(87,754)
Cash flows from investing activities:		
Purchase of fixed assets	(2,449)	(38,866)
Investment income	196	291
Net cash used in investing activities	(2,253)	(38,575)
Net cash used in financing activities	-	-
Change in cash and cash equivalents in period	(18,737)	(126,329)
Cash and cash equivalents at the beginning of the period	418,569	544,898
Cash and cash equivalents at the end of the period	399,832	418,569

The notes on pages 21 to 35 form part of the financial statements.

Notes to the financial statements

1. Accounting policies

Basis of preparation of the financial statements

The financial statements have been prepared in accordance with 'Charities SORP (FRS 102) - 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) second edition (effective 1 January 2019)', the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), including Update Bulletin 2, and the Companies Act 2006.

The effect of any event relating to the year ended 31 March 2022, which occurred before the date of approval of the financial statements by the Board of Trustees has been included in the financial statements to the extent required to show a true and fair view of the state of affairs at 31 March 2022 and the results for the year ended on that date.

The functional currency of the Charity is sterling and amounts in the financial statements are rounded to the nearest pound.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

Going concern

The financial statements have been prepared on the going concern basis as the Board of Trustees is confident that future reserves and future income is more than sufficient to meet current commitments. There are no material uncertainties that impact this assessment, and the ongoing global COVID-19 pandemic and subsequent financial challenges have had no material impact on this assessment.

Legal status

Open Door, Young People's Consultation Service is a charitable company registered in England & Wales and meets the definition of a public benefit entity. In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £1 per member. The registered address is 12 Middle Lane, Crouch End, London, N8 8PL.

Fund Accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

Designated funds are unrestricted funds which have been designated for a specific purpose by the Trustees. The aim and use of each designated fund is set out in note 12 of the financial statements.

Restricted funds are funds that are to be used in accordance with specific restrictions imposed by donors or that have been raised by the Charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in note 12 of the financial statements.

Income

Income is recognised when the Charity has entitlement to the funds, any performance indicators attached to the item(s) of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Donations are recognised in full in the Statement of Financial Activities when entitled, receipt is probable and when the amount can be quantified with reasonable accuracy. Gift aid receivable is included when claimable.

1. Accounting policies (continued from previous page)

Income (continued from previous page)

Grant income is credited to the Statement of Financial Activities when received or receivable whichever is earlier, unless the grant relates to a future period, in which case it is deferred.

Income from charitable activities, including contract income and client fees, is credited to the Statement of Financial Activities when received or receivable whichever is earlier, unless it relates to a specific future period or event, in which case it is deferred.

Interest is recorded when it is receivable.

Expenditure and irrecoverable VAT

All expenditure is accounted for on an accruals basis and has been included under expense categories that aggregate all costs for allocation to activities.

Indirect costs, including governance costs, which cannot be directly attributed to activities, are allocated proportionate to total direct costs allocated to each project area, as outlined in note 5 of the financial statements.

Irrecoverable VAT is charged against the category of expenditure for which it was incurred.

Tangible fixed assets and depreciation

All assets costing more than £500 are capitalised.

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their residual value, over their useful life, on the following basis:

Computers equipment	4 years
Fixtures & fittings	5 years

Freehold property is not depreciated.

Cash at bank and in hand

Cash at bank and in hand includes cash in hand, deposits with banks and funds that are readily convertible into cash at, or close to, their carrying values but are not held for investment purposes.

Debtors and prepayments

Trade and other debtors are recognised at the settlement amount after any trade discount is applied. Prepayments are valued at the amount prepaid net of any trade discounts due.

Creditors and accruals

Creditors 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.

Critical estimates and judgements

In preparing financial statements it is necessary to make certain judgements, estimates and assumptions that affect the amounts recognised in the financial statements. The annual depreciation charge for tangible fixed assets is sensitive to changes in useful economic lives and residual values of assets. In the view of the Trustees in applying the accounting policies adopted, no judgements were required that have a significant effect on the amounts recognised in the financial statements nor do any estimates or assumptions made carry a significant risk of material adjustment in the next financial year.

1. Accounting policies (continued from previous page)

Financial instruments

Basic financial instruments are measured at amortised cost other than investments which are measured at fair value.

Pensions

The Charity operates a defined contribution pension scheme which is administered by an external independent pension provider. Contributions are recognised in the Statement of Financial Activities as they fall due.

2. Comparative statement of financial activities

	Unrestricted funds	Restricted funds	Total funds
	Year ended 31 Mar 2021	Year ended 31 Mar 2021	Year ended 31 Mar 2021
	£	£	£
Income from:			
Donations and legacies	45,110	54,700	99,810
Charitable activities	526,965	-	526,965
Investments	291	-	291
Total income	572,366	54,700	627,066
Expenditure on:			
Raising funds	7,720	-	7,720
Charitable activities			
Psychotherapy services	631,033	50,700	681,733
Total expenditure	638,753	50,700	689,453
Net income/(expenditure)	(66,387)	4,000	(62,387)
Transfer between funds	9,750	(9,750)	-
Net movement in funds	(56,637)	(5,750)	(62,387)
Reconciliation of funds:			
Total funds brought forward	638,249	186,215	824,464
Total funds carried forward	581,612	180,465	762,077

3. Income from donations and legacies

	Unrestricted funds	Restricted funds	Total funds
	Year ended 31 Mar 2022	Year ended 31 Mar 2022	Year ended 31 Mar 2022
	£	£	£
Grants			
BBC Children in Need	-	17,108	17,108
Drapers Charitable Trust	-	7,500	7,500
National Lottery Community Fund	-	4,995	4,995
Peter Stebbing Charitable Trust	-	9,000	9,000
Grants	-	38,603	38,603
Donations	14,156	-	14,156
Coronavirus Job Retention Scheme	582	-	582
	14,738	38,603	53,341

	Unrestricted funds	Restricted funds	Total funds
	Year ended 31 Mar 2021	Year ended 31 Mar 2021	Year ended 31 Mar 2021
	£	£	£
Grants			
Gilead Sciences	-	5,000	5,000
City Bridge Trust	-	35,700	35,700
Hornsey Parochial Charities	-	4,000	4,000
London Borough of Haringey	25,000	-	25,000
London Community Foundation	-	10,000	10,000
Grants	25,000	54,700	79,700
Donations	16,082	-	16,082
Coronavirus Job Retention Scheme	4,028	-	4,028
	45,110	54,700	99,810

4. Income from charitable activities

	Unrestricted funds	Restricted funds	Total funds
	Year ended	Year ended	Year ended
	31 Mar 2022	31 Mar 2022	31 Mar 2022
	£	£	£
Grants and contracts with statutory bodies			
Barnet, Enfield & Haringey NHS	86,667	-	86,667
Department of Health & Social Care	143,671	-	143,671
NHS North Central London	474,473	-	474,473
	704,811	-	704,811
Grants and contracts with statutory bodies			
Charges and fees	75,243	-	75,243
	780,054	-	780,054

	Unrestricted funds	Restricted funds	Total funds
	Year ended	Year ended	Year ended
	31 Mar 2021	31 Mar 2021	31 Mar 2021
	£	£	£
Grants and contracts with statutory bodies			
NHS Haringey CCG/Haringey Council	474,473	-	474,473
Grants and contracts with statutory bodies	474,473	-	474,473
Charges and fees	52,492	-	52,492
	526,965	-	526,965

5. Total expenditure

	Direct staff costs	Direct other costs	Indirect costs	Total costs
	Year ended 31 Mar 2022	Year ended 31 Mar 2022	Year ended 31 Mar 2022	Year ended 31 Mar 2022
	£	£	£	£
Raising funds	-	7,201	1,020	8,221
Charitable activities				
Psychotherapy services	635,641	80,094	101,399	817,134
	635,641	87,295	102,419	825,355

	Direct staff costs	Direct other costs	Indirect costs	Total costs
	Year ended 31 Mar 2021	Year ended 31 Mar 2021	Year ended 31 Mar 2021	Year ended 31 Mar 2021
	£	£	£	£
Raising funds	-	6,567	1,153	7,720
Charitable activities				
Psychotherapy services	569,582	10,309	101,842	681,733
	569,582	16,876	102,995	689,453

Indirect costs, including governance costs, which cannot be directly attributed to activities, were allocated between cost centres proportionate to the direct staff and other costs allocated to those activities.

An analysis of costs of raising funds split between restricted and unrestricted funds can be found in note 6.

An analysis of charitable activities split between restricted and unrestricted funds can be found in note 7.

An analysis of staff costs can be found in note 8.

Indirect costs includes:

	Total costs	Total costs
	Year ended 31 Mar 2022	Year ended 31 Mar 2021
	£	£
Other staff costs	5,934	4,935
Premises costs	28,257	26,614
Administrative costs	11,417	13,626
IT and other professional services	19,978	29,915
Rebrand work	13,993	8,700
Governance costs	22,840	19,205
	102,419	102,995

5. Total expenditure (continued from previous page)

Governance costs includes:

	Total costs Year ended 31 Mar 2022 £	Total costs Year ended 31 Mar 2021 £
Insurance	4,352	4,732
Independent examination	2,100	2,100
Depreciation	15,120	10,270
Loss on write off of fixed assets	-	1,776
Other	1,268	327
	22,840	19,205

Other services provided by the independent examiner include the recharge of Xero software licences and interim payroll support for 10 months totalling £Nil (2021: £2,155) and support with setting up Xero totalling £Nil (2021: £1,800).

6. Expenditure on raising funds

	Unrestricted funds Year ended 31 Mar 2022 £	Restricted funds Year ended 31 Mar 2022 £	Total funds Year ended 31 Mar 2022 £
Direct other costs	7,201	-	7,201
Indirect costs	1,020	-	1,020
	8,221	-	8,221

	Unrestricted funds Year ended 31 Mar 2021 £	Restricted funds Year ended 31 Mar 2021 £	Total funds Year ended 31 Mar 2021 £
Direct other costs	6,567	-	6,567
Indirect costs	1,153	-	1,153
	7,720	-	7,720

7. Expenditure on charitable activities

	Unrestricted funds	Restricted funds	Total funds
	Year ended 31 Mar 2022	Year ended 31 Mar 2022	Year ended 31 Mar 2022
	£	£	£
Direct staff costs	602,501	33,140	635,641
Direct other costs	75,918	4,176	80,094
Indirect costs	96,112	5,287	101,399
	774,531	42,603	817,134

	Unrestricted funds	Restricted funds	Total funds
	Year ended 31 Mar 2021	Year ended 31 Mar 2021	Year ended 31 Mar 2021
	£	£	£
Direct staff costs	527,223	42,359	569,582
Direct other costs	9,542	767	10,309
Indirect costs	94,268	7,574	101,842
	631,033	50,700	681,733

8. Staff costs

	Total costs	Total costs
	Year ended 31 Mar 2022	Year ended 31 Mar 2021
	£	£
Gross salaries	575,772	515,153
Employer's NIC	44,521	40,231
Employer's pension	15,348	14,198
	635,641	569,582

The average headcount during the period was 25 persons (2021: 23 persons).

One employee received employee benefits of between £70,000 and £79,999 (2021: 1 employee between £70,000 and £79,999).

The total employee benefits paid to key management personnel during the year was £80,701 (2021: £80,709).

9. Tangible fixed assets

	Freehold property £	Computer equipment £	Fixtures & fittings £	Total £
Cost				
At 1 April 2021	305,457	46,255	17,078	368,790
Additions in the year	-	2,449	-	2,449
At 31 March 2022	305,457	48,704	17,078	371,239
Accumulated depreciation				
At 1 April 2021	-	13,355	140	13,495
Charge for the year	-	11,705	3,415	15,120
At 31 March 2022	-	25,060	3,555	28,615
Net book value				
At 1 April 2021	305,457	32,900	16,938	355,295
At 31 March 2022	305,457	23,644	13,523	342,624

10. Debtors and prepayments

	Total costs	Total costs
	Year ended 31 Mar 2022	Year ended 31 Mar 2021
	£	£
Accounts receivable	100,185	17,185
Accrued CJRS income	-	336
Prepayments	12,604	2,232
Other debtors	3,034	2,918
	115,823	22,671

11. Creditors: amounts falling due within one year

	Total costs	Total costs
	Year ended	Year ended
	31 Mar 2022	31 Mar 2021
	£	£
Accounts payable	32,073	9,594
Accruals	4,070	6,833
Deferred income	32,759	-
HMRC payable	15,872	14,787
Pension payable	3,192	3,244
	87,966	34,458

Deferred income consists of the following deferred grants:

	Total costs	Total costs
	Year ended	Year ended
	31 Mar 2022	31 Mar 2021
	£	£
Brought forward at 1 April 2021	-	21,900
Released in year	-	(21,900)
Deferred in year	32,759	-
Carried forward at 31 March 2022	32,759	-

12. Analysis of charity funds

	Balance brought forward Year ended 31 Mar 2022 £	Income for the period Year ended 31 Mar 2022 £	Expenditure in the period Year ended 31 Mar 2022 £	Transfers between funds Year ended 31 Mar 2022 £	Balance carried forward Year ended 31 Mar 2022 £
Unrestricted funds					
Designated funds					
Capital - equipment	49,838	-	(15,120)	2,449	37,167
Capital - buildings	140,242	-	-	165,215	305,457
Property maintenance reserve	17,250	-	-	-	17,250
Development of the service	109,389	-	-	-	109,389
Designated funds	316,719	-	(15,120)	167,664	469,263
General fund	264,893	794,988	(767,632)	(2,449)	289,800
Unrestricted funds	581,612	794,988	(782,752)	165,215	759,063
Restricted funds					
Capital - buildings	165,215	-	-	(165,215)	-
Parent peer support/partenting teenagers	5,250	-	(4,000)	-	1,250
Triple Track Treatment Project 2	10,000	-	-	-	10,000
Tottenham	-	7,500	(7,500)	-	-
Counselling	-	31,103	(31,103)	-	-
Restricted funds	180,465	38,603	(42,603)	(165,215)	11,250
Total funds	762,077	833,591	(825,355)	-	770,313

Capital – equipment and buildings

To assist in calculation of the available reserves, and due to the large balance of assets on the balance sheet, the Trustees have set aside the net book value of the fixed assets within a designated fund.

Historically there was also a restricted fund balance for the buildings as a result of funding received to fund significant building improvements including an extension in prior periods. During the current period clarification was sought from the funders to establish if they held a restriction over future use of the extension. As the funders do not hold any covenant or restriction over the building the buildings have now been treated as unrestricted in their entirety, represented by the transfer from restricted to designated funds above.

Property maintenance reserve

This reserve was created in 2013/14 with the intention of increasing the amount over the forthcoming years to make sure the Charity has sufficient reserves for internal and external redecoration in the short term, and replacement of roof, windows, central heating and other significant repairs in the long term.

12. Analysis of charity funds (continued from previous page)

Development of the service

A very generous donation of £198,000 was awarded to Open Door in May 2018. The donor, who wishes to remain anonymous, stipulated that the money be spent within a maximum time frame of 3-5 years and that it be used to directly benefit the young people, parents and carers who access Open Door. The Trustees have prudently set this aside as a designated fund for development of the service over the next few years.

Parent peer support

This is funding received from three smaller grants to help establish parent peer support as part of the wider work with parents. During the prior year several funders who had contributed to this fund agreed, in light of the ongoing COVID-19 pandemic, for the funds to be transferred to core costs.

Triple Track Treatment Project

This is a multi-year project funded by comic Relief that has now ended working with depressed 16-24 year olds at risk of social exclusion.

Tottenham

This is funding from the Drapers Charitable Trust to develop the clinical service for young people aged 12 – 24 in Tottenham.

Counselling

This is funding from a number of grant funders to develop the clinical service for young people aged 12 – 24.

12. Analysis of charity funds (continued from previous page)

	Balance brought forward Year ended 31 Mar 2021 £	Income for the period Year ended 31 Mar 2021 £	Expenditure in the period Year ended 31 Mar 2021 £	Transfers between funds Year ended 31 Mar 2021 £	Balance carried forward Year ended 31 Mar 2021 £
Unrestricted funds					
Designated funds					
Capital - equipment	23,017	-	(12,045)	38,866	49,838
Capital - buildings	140,242	-	-	-	140,242
Property maintenance reserve	17,250	-	-	-	17,250
Development of the service	156,413	-	(47,024)	-	109,389
Designated funds	336,922	-	(59,069)	38,866	316,719
General fund	301,327	572,366	(579,684)	(29,116)	264,893
Unrestricted funds	638,249	572,366	(638,753)	9,750	581,612
Restricted funds					
Capital - buildings	165,215	-	-	-	165,215
Parent peer support	11,000	-	-	(5,750)	5,250
COVID-19 response	-	5,000	(5,000)	-	-
Triple Track Treatment Project 2	10,000	-	-	-	10,000
Tottenham 2 (City Bridge Trust)	-	35,700	(35,700)	-	-
Youth Violence	-	10,000	(10,000)	-	-
Ventilation system	-	4,000	-	(4,000)	-
Restricted funds	186,215	54,700	(50,700)	(9,750)	180,465
Total funds	824,464	627,066	(689,453)	-	762,077

COVID-19 response

This was funding received to support the organisation adapt to new ways of working during the COVID-19 pandemic.

Tottenham 2

This was funding from City Bridge Trust to develop the clinical service for young people aged 12 – 24 in Tottenham.

Youth Violence

This was a small 2-year grant from the Evening Standard Dispossessed Fund Saving London Lives to pilot a therapy project for young people and families affected by serious youth violence. We aim to work with 34 young people each year and their parents/carers as appropriate.

12. Analysis of charity funds (continued from previous page)

Ventilation system

This was a small grant received to support purchase of a new ventilation system for the offices. This was purchased in year and capitalised onto the balance sheet and so the grant was released to unrestricted reserves to reflect this.

13. Analysis of net assets

	Unrestricted funds Year ended 31 Mar 2022 £	Restricted funds Year ended 31 Mar 2022 £	Total funds Year ended 31 Mar 2022 £
Fixed assets	342,624	-	342,624
Current assets	471,646	44,009	515,655
Current liabilities	(55,207)	(32,759)	(87,966)
	759,063	11,250	770,313

	Unrestricted funds Year ended 31 Mar 2021 £	Restricted funds Year ended 31 Mar 2021 £	Total funds Year ended 31 Mar 2021 £
Fixed assets	190,080	165,215	355,295
Current assets	425,990	15,250	441,240
Current liabilities	(34,458)	-	(34,458)
	581,612	180,465	762,077

14. Analysis of net debt

	As at 1 Apr 2021 £	Cash flows £	Other movements £	As at 31 Mar 2022 £
Cash and cash equivalents				
Cash at bank	418,569	(18,737)	-	399,832
	418,569	(18,737)	-	399,832

	As at 1 Apr 2020 £	Cash flows £	Other movements £	As at 31 Mar 2021 £
Cash and cash equivalents				
Cash at bank	544,898	(126,329)	-	418,569
	544,898	(126,329)	-	418,569

15. Trustee remuneration

During the year, no trustee received any remuneration (2021: £Nil). No members of the Board of Trustees received reimbursement of expenses (2021: £Nil).

16. Related party transactions

During the year there were no related party transactions (2021: £Nil).



open door

Better mental health
for young people

OPE001 - Final Accounts - 31 March 2022

Final Audit Report

2022-10-24

Created:	2022-10-21
By:	Andrew Nash (andy@andynashac.com)
Status:	Signed
Transaction ID:	CBJCHBCAABAAaBXEmkVb3QF7NTMr-1A0jOGyNjFc0Uqm

"OPE001 - Final Accounts - 31 March 2022" History

 Document created by Andrew Nash (andy@andynashac.com)

2022-10-21 - 14:59:59 GMT- IP address: 78.33.47.179

 Document emailed to karenalisbury999@msn.com for signature

2022-10-21 - 15:00:52 GMT

 Email viewed by karenalisbury999@msn.com

2022-10-21 - 15:44:54 GMT- IP address: 86.176.230.253

 Signer karenalisbury999@msn.com entered name at signing as Karen Simmons

2022-10-21 - 15:47:20 GMT- IP address: 86.176.230.253

 Document e-signed by Karen Simmons (karenalisbury999@msn.com)

Signature Date: 2022-10-21 - 15:47:22 GMT - Time Source: server- IP address: 86.176.230.253

 Document emailed to Andrew Nash (andy@andynashac.com) for signature

2022-10-21 - 15:47:23 GMT

 Email viewed by Andrew Nash (andy@andynashac.com)

2022-10-24 - 09:29:04 GMT- IP address: 110.239.217.66

 Document e-signed by Andrew Nash (andy@andynashac.com)

Signature Date: 2022-10-24 - 09:29:18 GMT - Time Source: server- IP address: 78.33.47.179

 Agreement completed.

2022-10-24 - 09:29:18 GMT

Accounts



Open Door, Young People's Consultation Service

Trustees Annual Report and Unaudited Financial Statements Year ended 31 March 2021

Charity registration - 299707

Company number - 02270443

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Legal and administrative information

Charity name

Open Door, Young People's Consultation Service

Charity registration no.

299707

Company registration no.

02270443

Registered office and contact details

12 Middle Lane
Crouch End
London
N8 8PL

Trustees

Karen Simmons	Chair – appointed as Chair on 14 October 2020
Dr Irene Weinreb	(Chair – resigned 14 October 2020)
Jacqueline Tefoglou	Treasurer – appointed 14 October 2020
Morley Speed	(Treasurer – resigned 14 October 2020)
Claire Lindfield	
Scarlett MccGwire	
Judith Shuttleworth	
Janine Sternberg	appointed 14 October 2020

Director

Julia Britton

Bank

Barclays Bank Plc
Crouch End Branch
8 The Broadway
London
N8 9SX

Unity Trust Bank
Nine Brindley Place
Birmingham
B1 2HB

Independent examiner

Andy Nash Accounting & Consultancy Ltd
Units 24 & 25
Goodsheds Container Village
Hood Road
Barry
CF62 5QU

Trustees annual report

The Board of Trustees, who are also directors of the Charity for the purposes of the Companies Act, and trustees for charity law purposes, submit their annual report and the financial statements of Open Door, Young People's Consultation Service for the year ended 31 March 2021.

The Board of Trustees confirms that the annual report and financial statements of the Charity comply with current statutory requirements, including the Charity Act 2011, as well as the requirements of the Charity's governing document and the provisions of the 'Charities SORP (FRS 102) - 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) second edition (effective 1 January 2019)', the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), and the Companies Act 2006.

Objectives and activities

Based in Haringey, north London, Open Door was founded in 1976 and incorporated as a registered charity on 21 July 1988 and a company limited by guarantee on 23 June 1988.

Open Door is dedicated to improving the mental health and emotional well-being of young people aged 12-24 in their transition from childhood to adulthood. We aim to reduce the risk of suicide and self-harm and alleviate the effects of abuse, trauma and mental ill health. We aim to help young people feel more in control of their lives, make positive choices, fulfil their potential and prevent social exclusion. We also recognise the need to support parents and carers to better understand their adolescent and young adult children, improve relationships and prevent family breakdown. We aim to provide an inclusive service that works to remedy discrimination on any grounds. Open Door aims to ensure the delivery of effective evidence-based interventions through monitoring, evaluation and research and to contribute to service improvement more widely, including the support of specialist professional trainings in adolescent mental health.

To fulfil our objectives, Open Door undertakes the following activities:

- **Service provision** – Open Door provides a range of psychological therapies to young people aged 12-24 experiencing difficulties including: depression, anxiety, self-harm, sexual abuse and exploitation, bullying and violence, drug and alcohol misuse, problematic internet use and gender identity issues. We also offer specialist support for parents and carers facing the particular challenges of parenting teenagers and young adults.
- **Research, Evaluation and Dissemination** – Open Door undertakes comprehensive evaluation of all its therapeutic interventions as well as specific clinical research projects and disseminates findings in published papers, media reports and conference presentations.
- **Engagement in service improvement and training** – Open Door actively participates in local and national networks on behalf of its beneficiaries in order to raise awareness of adolescent mental health more widely. Open Door also supports professional trainings in adolescent mental health.

Delivering Public Benefit

Open Door's objectives and activities fully reflect the purposes that the Charity was set up to further.

75% of adult mental-health problems emerge by the age of 25, though many at-risk young people struggle to engage with statutory services which are often experienced as stigmatising and not-in-tune with their developmental needs. Open Door has a vital role to play in meeting the needs of local vulnerable young people aged 12-24 and, by intervening early, prevent the continuation of difficulties into adulthood which can have profound and sometimes tragic consequences.

The Trustees have followed the guidance issued by the Charity Commission with regard to the public benefit arising from the activities undertaken by Open Door. The Trustees are satisfied that the services provided by Open Door fully meet the principles of public benefit as set out in the Charity Commission Guidance.

Context

Adolescence and the transition to adulthood is a period of massive change and development – biological, cognitive, social and psychological. For some, it is a time of excitement, self-exploration and expectation. For others it can be difficult, disheartening or even overwhelming. Rates of mental distress, eating-disorders, self-harm and suicide are rising amongst teenagers and young adults and there is a growing consensus that we are experiencing a crisis in adolescent mental health and wellbeing made significantly more acute by the impact of the Covid-19 pandemic. However, access to appropriate mental health support remains a real issue as highlighted by a YoungMinds report showing that only 50% of young people needing help actually receive it. This is not solely due to underfunding in the statutory sector. Young people tell us that they are reluctant to use services they perceive as 'medical' and stigmatising, are difficult to access, do not always provide sufficient confidentiality, and are perceived as narrow and rigid in approach. Another key obstacle to engagement is that 18 is the age at which most young people must transition from child & adolescent to adult mental-health services, described in numerous reports as a 'cliff edge'. Neuroimaging is confirming what many working with young people have known for some time, that adolescence does not end at the age of 18 and that the adolescent brain continues to develop into the mid-20s.

Drawing on more than four decades of frontline clinical work, Open Door recognises that young people struggling in their transition to adulthood require bespoke services up to the age of 25 which are in-tune with their developmental needs, can offer a choice of effective therapies within non-stigmatising settings that can be accessed by self-referral. We also recognise the need to extend our reach to the most marginalised and vulnerable young people in areas of deprivation and are continuing to develop our service in Tottenham alongside our more established base in Crouch End. We have further extended our reach by increasing our work in secondary schools and since the pandemic, have been able to offer online therapy alongside our face-to-face work.

Our own evidence from many years of clinical practice and evaluation suggests that whilst adolescence and early adulthood are periods of greater vulnerability, they are also periods when significant positive psychological change can occur; and with the right approach, in the right setting, the outcomes and life chances of young people can be significantly enhanced.

Achievements and performance in the year

Open Door's response to Covid-19

All of our activities in 2020/21 took place against the back drop of the Covid-19 pandemic, presenting Open Door with unprecedented challenges to which we responded swiftly and effectively.

We moved to remote working on March 19th 2020 without any interruption to the clinical service, overcoming massive logistical obstacles and incurring some additional expenditure which was met with Covid relief funding and the allocation of reserves. Therapy was offered by video, phone and text governed by robust clinical, risk, safeguarding and data protection protocols. We purchased additional laptops for staff, installed a new remote server and upgraded our phone system to enable remote working across our services. We made adaptations to our premises, established protocols around hygiene and social distancing to ensure that we could offer face-to-face work with young people and parents who were not able to access or make use of remote therapy due to digital poverty, lack of private space, safeguarding concerns or communication difficulties. We consulted with young people about their experience of remote therapy and the vast majority expressed a preference for in-person appointments. We offered as much Covid secure face-to-face therapy as we could – reaching around 75% in our young people's service, before the second lockdown in November 2020, but had to continually adjust our practice in response to the fluctuations in health risk and government guidance.

Open Door is emerging from the pandemic as a flexible blended service and will continue to offer both face-to-face and remote therapy based on clinical need, digital access, safety and choice. By June 2021, between 75% and 80% of all appointments were being delivered face-to-face. Despite the unprecedented challenges presented by the pandemic, we managed to grow the service and reduce our waiting list in 2020/21. However, as the new financial year approached, we began to see the emergence of the anticipated 'covid surge' in an exponential increase in referrals.

What do we offer?

Open Door recognises that young people do not all experience emotional difficulties in the same way, nor do they all need or want the same kind of help. We have continued to offer a range of evidence-based interventions addressing mild to severe difficulties and we were able to offer counselling, psychotherapy, CBT (Cognitive Behaviour Therapy), Trauma focussed CBT, Mindfulness, Family work, Specialist Psychotherapy for young people with special needs and disabilities and parent work.

Therapy was offered on a brief, medium and longer-term basis from a few sessions of crisis work to two years weekly psychotherapy.

Therapy services were offered Monday-Thursday 9am to 7pm. From September, with successful service expansion, we were able to open our doors from Monday to Friday for the first time in over a decade. We also delivered therapy services in three secondary schools, face-to-face and online.

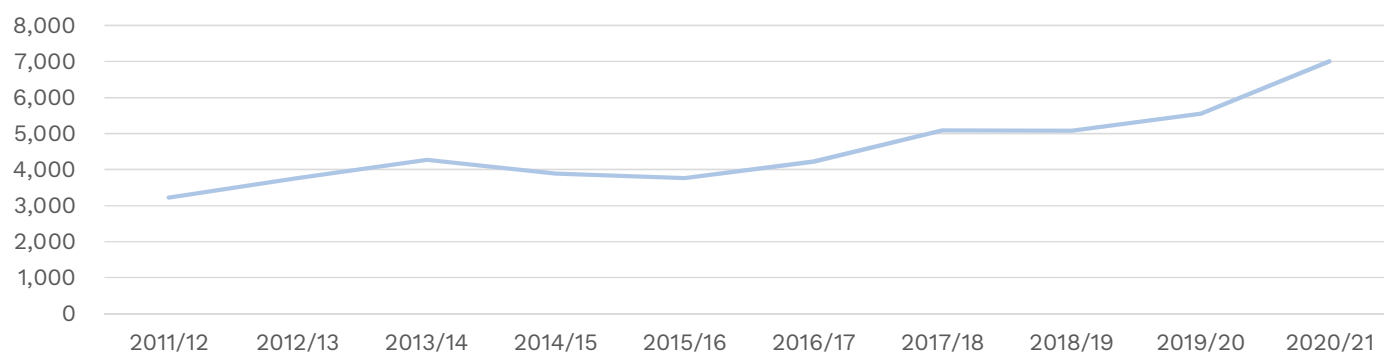
Service delivery

As the pandemic moved towards us in early 2020, the Board took the decision to allocate a substantial portion of a large donation together with some additional NHS funding, to tackle the waiting list and make ourselves as available as possible to young people and their families during the crisis.

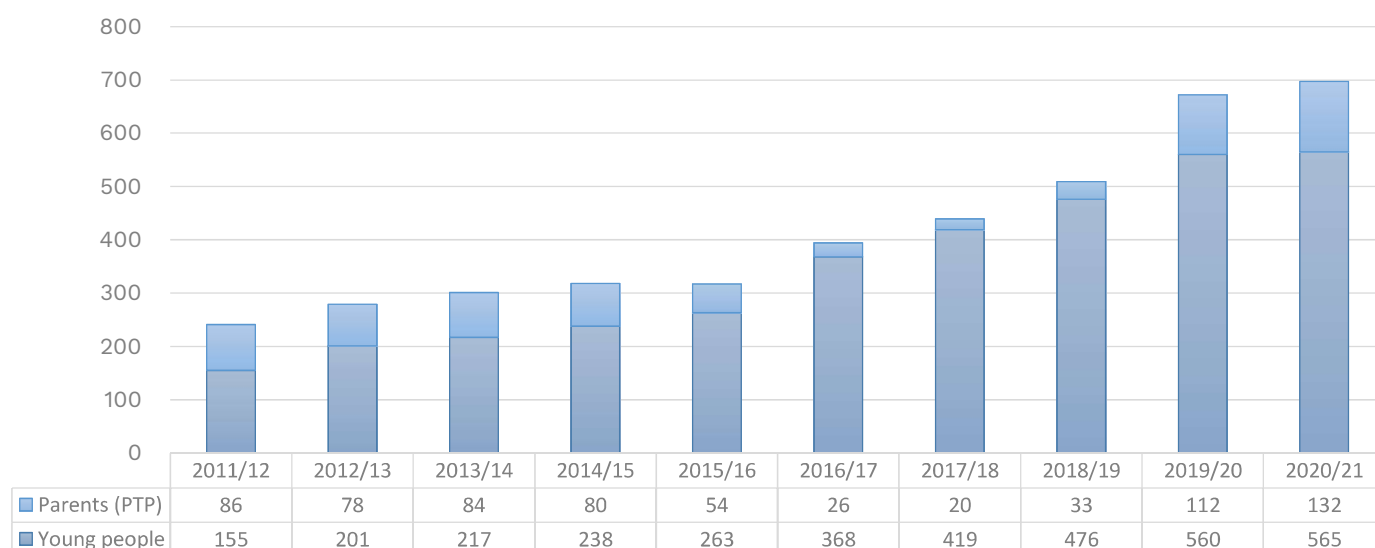
Despite all the challenges of the pandemic, Open Door achieved its highest ever annual level of service taking the number of clinical appointments offered to over 7,000 – a 36% increase over the previous 3 years:

- 7,006 therapy appointments were offered to 565 young people, and 132 parents, a total of 697 service users; and,
- 82% of all appointments were attended across our services, an increase of 8% on the previous year.

Number of appointments per year



Number of patients attending appointments per year



About our service users

Of the 565 young people who attended Open Door, 65% were from ethnic minorities and 50% of young people were from the more deprived east of the borough.

Our latest audit showed 94% of young people accessing Open Door presented with low mood/depression and 84% with anxiety (including panic and PTSD). 46% of young people reported having self-harmed, rising to 52% in 18-25 year olds; this has been increasing over recent years and is consistent with widely reported research on rising levels of self-harm particularly in adolescent girls and young women. Family and relationship problems are reported by 82% of service users and anger/aggression by 53%. Around 20% of young people present with one or more disabilities/specific learning difficulty/significant illness.

Around 37% of young people had experienced abuse or neglect and 20%, domestic violence. Such adverse childhood experiences put children and young people at significant risk in terms of future mental ill health, substance misuse, conduct and relationship difficulties if not addressed during these crucial years.

Our latest audit showed that around 45% of parents of young people accessing Open Door, and 53% of parents accessing our Parenting Teenagers Project, had 1 or more physical/mental health difficulties and/or misused alcohol or drugs. These figures support the evidence of the impact of these factors on the psychological health and wellbeing of children. What is encouraging is that so many parents come to the service able to talk about these issues.

Outcomes

Open Door's therapy services are fully evaluated using therapist assessment, service user feedback and validated clinical outcome measures. Our latest evaluation shows positive outcomes across the service including: 74% of young people experienced an improvement in low mood/depression; there was 75% decrease in self-harm; 74% of young people became more engaged with participation in or seeking education, training and employment. In the Parenting Teenagers Project, 67% of parents reported emotional and behavioural improvement in their teenagers with 94% attributing this to the help they received.

Projects

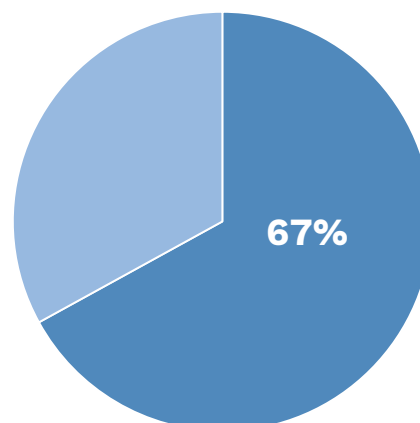
In addition to our core service, Open Door delivered two funded projects during 2020/21:

Open Door Tottenham

Now in its eighth year, our Tottenham service remains key to our strategy of reaching into communities where access to mental health support has historically been low. We lease two rooms within a grade 2 listed building managed by The Tramperry, a social enterprise specialising in shared workspaces across London promoting entrepreneurship, creativity and community development. Most clinical appointments were offered remotely as The Tramperry was largely closed during the lockdowns. We offered around 1,300 appointments. Funding from City Bridge Trust which came to an end on January 1st 2021, helped support our work with 60 young people and parents who were offered 593 appointments

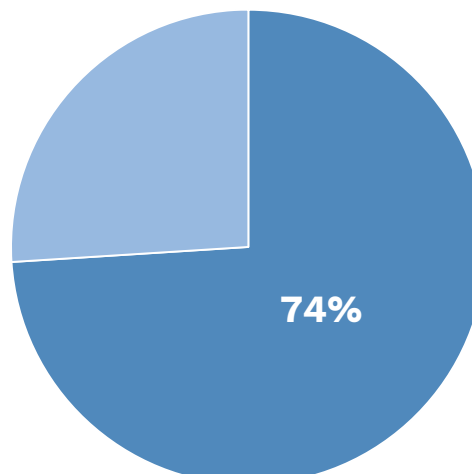
Parents/carers reporting emotional/behavioural improvements in their teenagers

As measured by SIPA (Stress index for parents of adolescents)



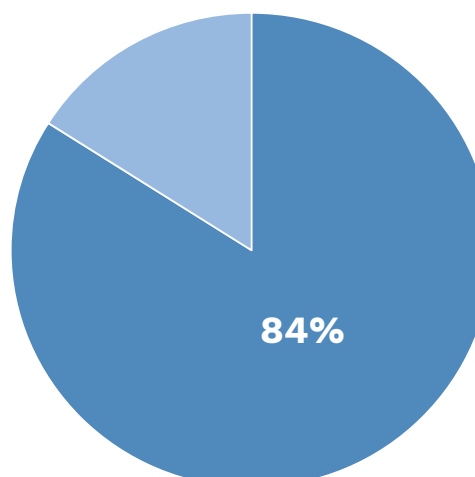
CORE - % who improved

CORE measures mood/risk/functioning



CGAS/GAF - % of YP who improved

CGAS/GAF measures functioning



New Narratives – working with young people and families affected by serious youth violence

In November 2018 we were awarded a small 2-year grant of £20,000 from the Evening Standard Dispossessed Fund to pilot a therapy project for young people and families affected by serious youth violence. The funding ended in December 2020. Over the 2 years we worked with 46 young people and 13 parents/carers offering supportive psychotherapy, trauma focussed CBT, EMDR and family work. The outcomes of the pilot were very positive and we were awarded £65,000 from North Central London (NCL) CCG to further develop the service. We now have a small team of culturally competent therapists working with some of the most marginalised and at-risk young people in Haringey. The project is increasing access to our service of boys and young men from ethnic minorities; 80% of the project users have been male; 85% from ethnic minority backgrounds, 72% young people of colour, significantly higher than in our core service.

Open Door Schools Service

The extended periods of school closure impacted on our ability to deliver on-site or remote therapy. There was a 15% reduction in appointments on last year. We did continue to remotely support those young people attending school identified as at high risk, and also some of our existing students at home.

During the year, we were commissioned by Woodside High School, to deliver a 4 day per week therapy service, which started in February 2021. Woodside High is an outstanding community-oriented school serving an area of high need and deprivation encompassing Wood Green and Tottenham. Our work in Highgate Wood School (Haringey) and Newman Catholic College (Brent) continued.

In 2020/21 we worked with 57 students and offered 587 appointments.

Trainees/training

We are currently providing training placements to three NHS funded, ACP accredited Child and Adolescent Psychotherapy trainees in partnership with the Tavistock and Portman NHS Foundation Trust, IPCAPA (Independent Psychoanalytic Child and Adolescent Psychotherapy Association) and Barnet and Enfield NHS Mental Health Trust. Our school service in Brent is delivered by trainees from the Tavistock Clinic. In 2020/21 we also provided a training placement for a Counselling Psychologist from the University of East London. The clinical team has also benefitted from training in EMDR (a trauma intervention), Mindfulness and the Open Door Approach to Parenting Teenagers as well as regular clinical supervision, team meetings and safeguarding training.

Volunteers

Over the year, two volunteer therapists contributed to our clinical service. We had further voluntary input to the non-clinical aspects of the service including research, data inputting, management and design for which we are extremely grateful.

Research and publication

We continued work on our Randomised Controlled Trial (RCT) research project into the efficacy of Open Door's manualised parenting intervention – the Open Door Approach to Parenting Teenagers (APT).

In November 2020, a research paper evaluating 10 years of data from our parenting model was published in the Journal of Child and Family Studies.

Partnerships, Collaborations and Networks

In addition to our training partnerships, Open Door recognises the importance of participating in and developing networks in order to ensure that the mental health needs of young people continue to be represented in service development in the statutory and voluntary sectors. During 2020/21, Open Door remained a central member of the CAMHS Children and Young People's Expert Reference Group, and participated in specific policy groups on issues including transitions from adolescent to adult services and Haringey's All Age Autism Strategy. Open Door also participated in the Haringey Crisis to Recovery multi-agency Covid response working group – which met fortnightly during the height of the pandemic. Throughout the year, Open Door has continued to participate in the Haringey Suicide Prevention Group and the borough's Voluntary and Community Sector Forum.

As part of our involvement in the national 4 week-waiting time initiative, Open Door is participating in NHS England's proposed waiting time standard for children and young people's mental health.

Key Challenges:

Managing demand

Meeting demand remained the biggest challenge facing us this year given the size of our waiting list coming in to 2020/21.

As part of our involvement in the national NHS 4-Week Waiting Time pilot we undertook a 'demand and capacity analysis' in 2019/20 using the System Dynamic Modelling Tool (now known as 'Crest'). This showed the need for up to 4.15 additional FTEs (full-time equivalents) across the age range (12-24) to clear the waiting list and achieve our ambition of a waiting time of 4 weeks to assessment and 6 weeks from assessment to treatment. We were able to use this modelling, together with our positive NHS England Diagnostic Review (Sept. 2019), to secure additional resources to tackle our waiting times. At the end of the year, Haringey NHS CCG awarded us additional £120,000 recurrent funding for under-18s and parents and an additional one-off payment of £65,000 towards waiting list clearance of under-18s. The plan was to spend this in 2020/21 to enable us to grow our therapy team by 2 FTEs on an initial fixed-term basis. In our 2020/21 budget Trustees also agreed to use a proportion of the big donation to fund 1.5 FTE equivalent clinical posts for two years to tackle the long waits of our 18-25 year olds as well as a 0.5 clinical administrator. We are hopeful that we will be able to sustain this growth going forward but will have to review as we move into the next financial year.

Despite the challenges of COVID-19, we successfully recruited into these new posts by September/October leading to a 26% increase in appointments offered and a return to becoming a 5 day per week service for the first time in over a decade.

This had an initial positive effect on the size of the waiting list which dropped below 100 for the first time in many years to as low as 81 in November. Average waiting times to assessment dropped to under 4 weeks and the average waiting time from assessment to treatment dropped from 33 to 18 weeks. However, the anticipated COVID-19 surge began to emerge from December and at one-point referrals were up by 75% on the same time in the previous year. By the end of March 2021, the waiting list stood at around 140 and waits to treatment were rising again. Regrettably we were not able to reverse our decision, taken in the previous year, to close our referrals to 23 and 24 year olds.

Fundraising/donations

In July 2020, during the first lockdown, Open Door staff, trainees and supporters ran a socially distanced 10k fundraiser in different locations raising nearly £6,000.

In March a local women's online fitness and wellbeing group JCW Fitness Virtual Land – nominated Open Door as the recipient charity for their first anniversary party raising £1,330. At the same time, another £4,100 was raised by donations in memory of a highly respected Child Psychotherapist with links to Open Door.

In total, there was a significant increase in donations during 2020-21 of just over £10,000, which was over double the amount received in 2019-20.

A very generous donation of £198,000 was awarded to Open Door in May 2018. The donor, who wishes to remain anonymous, stipulated that the money be spent within a maximum time frame of 5 years and that it be used to directly benefit the young people, parents and carers who access Open Door. Of this total amount, £42,000 was committed during 2018/19 and 2019/20 to support the continuation of the service provided to parents. The remaining amount was placed into a designated fund to support development of the service. A further £47,024 in 2020/21 and £80,613 was committed to create additional clinical capacity in the young adult service (18-24-year olds).

The donor recognises that there may be indirect costs associated with building clinical capacity and organisational sustainability and recognises that it is for Open Door to make this judgement within the spirit of the gift, that it is used to give the maximum help it can to young people through increasing access to therapy. The terms of the donation make clear that this should exclude spending on upgrading computer systems.

Structure, governance & management

Open Door is registered under the Companies Act 2006 as a company limited by guarantee and not having a share capital.

Open Door is a registered charity constituted as a Limited Company under its Memorandum and Articles of Association. The charity registration number is 299707 (England and Wales) and the company registration number is 02270443 (England and Wales).

Organisational Structure

Open Door's Board of Trustees meets 4 times per year and is responsible for the strategic direction and policy of the Charity, as well as oversight of the Charity's operations.

Board sub-committees are set up as required to consider specific issues. The day to day running of the Charity is delegated to the Chief Executive who is supported by a 1.1 FTE Senior Clinical Management Team and a 0.6 FTE Operations Manager who report to the CEO. The CEO in turn reports to the Chair of Trustees.

Selection and appointment of Trustees

As set out in the Articles of Association, the Chair of Trustees is nominated at the Annual General Meeting.

The Trustees are directors of Open Door for the purpose of company law. Open Door Articles of Association require a minimum of 5 Trustees. Trustees meet at least 4 times per year with a quorum of 3 trustees.

Trustees who have served for more than three consecutive years in office must stand for re-appointment. Trustees can service up to a maximum of three consecutive terms before they must stand down for at least 12 months before being eligible to stand for office again.

The objective is to have a range of appropriate skillsets across fields that are relevant to the Charity's objectives. When recruiting new trustees, consideration is given to the existing trustees' skills and experiences and trustees are sought with the additional skills required. Their appointment is by resolution of the Board of Directors/Trustees following which the required legal documentation is completed.

Trustee Induction and Training

On their appointment, new Trustees are provided with information, in the form of an induction pack, on their role as a Trustee. Ongoing training is provided as required.

Risk management

The Trustees have conducted their own review of the major risks to which the Charity is exposed, and systems have been established to mitigate those risks.

The main risks identified by the Trustees are currently:

Funding

In 2020/21 we undertook a successful expansion of the clinical service with additional funding from the NHS and a large donation. The sustainability of this expansion beyond 2021/22 is by no means assured, and depends on a continuation and uplift in funding.

Our income is under pressure on several fronts. We are heavily dependent on NHS funding. NHS Commissioning is undergoing changes with Haringey CCG becoming part of the multi-borough NCL CCG and it is unclear what the implications may be for Open Door's commissioning going forward though our reputation within Haringey commissioning and the Local Authority remains extremely high.

The CEO remains very involved in high level networking, is active in collaborating with relevant Haringey / NCL NHS and Local Authority bids, and seeking every opportunity to build relationships with the new NCL CCG. A key priority is to understand their strategic imperatives, and how and where we can best meet those.

In order to protect our position, the Trustees and CEO have agreed an income generation plan to address the need to diversify our income, set targets and have appointed a bid writer. A rebranding and website re-design is underway to improve our online presence and potential fundraising opportunities.

The Board of Trustees, Operations Manager and CEO are ensuring that we are 'tender ready' – data quality, governance; financial management, etc. should this situation arise.

Data

Whilst the quality of our data has been widely commended, we need to upgrade our data collection, analysis and visualisation if we are to maintain our high standards and meet our contractual obligations. This is in process with an anticipated completion date of autumn 2021.

Key person

The trustees have identified a key person risk should any of the senior management leave. The Board has a succession plan in place should this occur.

Financial review

During the current financial year the Charity incurred a deficit of £62,387 (2020: surplus of £74,506). This resulted in total reserves decreasing in the year to £762,077 (2020: £824,464).

The Trustees are satisfied with the financial performance of the Charity throughout the year.

Of the total reserves held at year end £581,612 (2020: £638,249) were unrestricted as to use, although only £264,893 (2020: £301,327) was available as general funds as a result of designations made to cover the net book value of fixed assets and to cover future development of the service.

Reserves policy

The Trustees have set a reserves policy that the Charity should hold a minimum unrestricted general reserve equivalent to three months salary and overhead expenditure - approximately £175,000. The current level of £264,893 is safely above this level, but not deemed to be excessive.

Statement of Board of Trustees' responsibilities

The Trustees are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and regulations. Company law requires the Trustees to prepare financial statements for each financial year. Under that law they are required to prepare the financial statements in accordance with UK Accounting Standards and applicable law (UK Generally Accepted Accounting Practice), including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland.

Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the excess of expenditure over income for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements 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 its activities.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and 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 have general responsibility for taking such steps as are reasonably open to them to safeguard the assets of the charitable company and to prevent and detect fraud and other irregularities.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the UK governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions. In addition, the Trustees confirm that they are happy that the content of the annual review on pages 5 to 13 of this document, as well as the legal and administrative information on page 4, meet the requirements of both the Trustees' Annual Report under charity law and the Directors' Report under company law.

They also confirm that the financial statements have been prepared in accordance with the accounting policies set out in the notes to the accounts and comply with the Charity's governing document, the Charities Act 2011, the 'Charities SORP (FRS 102) - 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) second edition (effective 1 January 2019)', the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The Trustees confirm that:

- so far as each Trustee is aware, there is no relevant information of which the Charity's independent examiner is unaware; and,
- each Trustee has taken all the steps that they should have taken as a Trustee/Director in order to make themselves aware of any relevant independent examination information and to establish that the Charity's independent examiner is aware of that information.

Preparation of the report

This report has been prepared taking advantage of the small companies exemption of section 415A of the Companies Act 2006, and the exemptions available for smaller charities under the Statement of Recommended Practice.

This report was approved and authorised for issue by the Board of Trustees on 13 October 2021 and signed on its behalf by:

Karen Simmons

KAREN SIMMONS

CHAIR

Independent examiner's report

I report to the Trustees on my examination of the accounts of Open Door, Young People's Consultation Service (charity number 299707, company number 02270443) for the year ended 31 March 2021 which are set out on pages 16 to 33.

Respective responsibilities of trustees and examiner

The Trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act'). The Trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 ('the 2011 Act') nor under Part 16 of the 2006 Act, and that an independent examination is needed.

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, it is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the general directions given by the Charity Commission under section 145(5)(b) of the Charities Act; and,
- to state whether particular matters have come to my attention.

This report, including my statement, has been prepared for and only for the Charity's Trustees as a body. My work has been undertaken so that I might state to the Charity's Trustees those matters I am required to state to them in an independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the Charity and the Charity's Trustees as a body for my examination work, for this report, or for the statements I have made.

Basis of independent examiner's statement

My examination was carried out in accordance with general directions given by the Charity Commission. An examination includes a review of the accounting records kept by the Charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the Trustees concerning any such matters.

The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

Independent examiner's statement

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 & 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:

- accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or,
- the accounts do not accord with those records; or,
- 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,
- 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.



ANDREW PHILIP NASH ACA

MEMBER OF THE INSTITUTE OF CHARTERED ACCOUNTANTS IN ENGLAND AND WALES – 2461833

DATED: 13 OCTOBER 2021

Andy Nash Accounting & Consultancy Ltd
Units 24 & 25
Goodsheds Container Village
Hood Road
Barry
CF62 5QU

Statement of financial activities

Incorporating the Income and Expenditure Account & Statement of Realised Gains and Losses

For the year ended 31 March 2021

		Unrestricted funds	Restricted funds	Total funds	Total funds
		Year ended 31 Mar 2021	Year ended 31 Mar 2021	Year ended 31 Mar 2021	Year ended 31 Mar 2020
	Notes	£	£	£	£
Income from:					
Donations and legacies	3	45,110	54,700	99,810	75,823
Charitable activities	4	526,965	-	526,965	583,235
Investments		291	-	291	1,087
Total income		572,366	54,700	627,066	660,145
Expenditure on:					
Raising funds	5 & 6	7,720	-	7,720	-
Charitable activities					
Psychotherapy services	5 & 7	631,033	50,700	681,733	585,639
Total expenditure		638,753	50,700	689,453	585,639
Net income/(expenditure)		(66,387)	4,000	(62,387)	74,506
Transfer between funds	12	9,750	(9,750)	-	-
Net movement in funds		(56,637)	(5,750)	(62,387)	74,506
Reconciliation of funds:					
Total funds brought forward	12 & 13	638,249	186,215	824,464	749,958
Total funds carried forward	12 & 13	581,612	180,465	762,077	824,464

The notes on pages 19 to 33 form part of the financial statements.

Balance sheet

As at 31 March 2021

			Total funds 31 Mar 2021	Total funds 31 Mar 2020
	Notes	£	£	£
Fixed assets:				
Tangible assets	9		355,295	328,474
Current assets:				
Debtors & prepayments	10	22,671		15,240
Cash at bank and in hand		<u>418,569</u>	<u>544,898</u>	
		441,240	560,138	
Liabilities:				
Creditors:				
amounts falling due within one year	11	<u>(34,458)</u>	<u>(64,148)</u>	
Net current assets/(liabilities)			406,782	495,990
Net assets/(liabilities)			762,077	824,464
The funds of the charity:				
Restricted funds	12 & 13		180,465	186,215
Unrestricted funds				
General funds	12 & 13	264,893		301,327
Designated funds	12 & 13	<u>316,719</u>	<u>336,922</u>	
Unrestricted funds			581,612	638,249
Total charity funds			762,077	824,464

The notes on pages 19 to 33 form part of the financial statements.

The financial statements have been prepared in accordance with section 415A of the Companies Act 2006 relating to small companies and FRS 102 Section 1A.

The charitable company is entitled to exemption from audit under section 477 of the Companies Act 2006 for the year ended 31 March 2021, and the members have not required the charitable company to obtain an audit of its financial statements for the year ended 31 March 2021 under 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.

They were approved and authorised for issue by the Board of Trustees on 13 October 2021 and signed on their behalf by:

Karen Simmons

KAREN SIMMONS

CHAIR

Statement of cash flows

For year ended 31 March 2021

	Total Funds Year ended 31 Mar 2021 £	Total Funds Year ended 31 Mar 2020 £
Cash flows from operating activities:		
Net income/(expenditure) for period (as per SOFA)	(62,387)	74,506
Adjustments for:		
Depreciation charges	10,270	3,226
Loss on disposal of fixed assets	1,776	3,621
Investment income	(291)	(1,087)
(Increase)/decrease in accounts receivables	(3,015)	113,670
(Increase)/decrease in accrued grant income	(336)	-
(Increase)/decrease in prepayments and other debtors	(4,080)	(372)
Increase/(decrease) in accounts payables	(6,317)	(10,543)
Increase/(decrease) in accruals	(8,231)	(15)
Increase/(decrease) in deferred income	(21,900)	(3,992)
Increase/(decrease) in HMRC & pension payable	6,757	1,643
	(25,367)	106,151
Net cash used in operating activities	(87,754)	180,657
Cash flows from investing activities:		
Purchase of fixed assets	(38,866)	(26,243)
Investment income	291	1,087
Net cash used in investing activities	(38,575)	(25,156)
Net cash used in financing activities	-	-
Change in cash and cash equivalents in period	(126,329)	155,501
Cash and cash equivalents at the beginning of the period	544,898	389,397
Cash and cash equivalents at the end of the period	418,569	544,898

The notes on pages 19 to 33 form part of the financial statements.

Notes to the financial statements

1. Accounting policies

Basis of preparation of the financial statements

The financial statements have been prepared in accordance with 'Charities SORP (FRS 102) - 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) second edition (effective 1 January 2019)', the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), including Update Bulletin 2, and the Companies Act 2006.

The effect of any event relating to the year ended 31 March 2021, which occurred before the date of approval of the financial statements by the Board of Trustees has been included in the financial statements to the extent required to show a true and fair view of the state of affairs at 31 March 2021 and the results for the year ended on that date.

The functional currency of the Charity is sterling and amounts in the financial statements are rounded to the nearest pound.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

Going concern

The financial statements have been prepared on the going concern basis as the Board of Trustees is confident that future reserves and future income is more than sufficient to meet current commitments. There are no material uncertainties that impact this assessment, and the ongoing global COVID-19 pandemic has had no material impact on this assessment.

Legal status

Open Door, Young People's Consultation Service is a charitable company registered in England & Wales and meets the definition of a public benefit entity. In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £1 per member. The registered address is 12 Middle Lane, Crouch End, London, N8 8PL.

Fund Accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

Designated funds are unrestricted funds which have been designated for a specific purpose by the Trustees. The aim and use of each designated fund is set out in note 12 of the financial statements.

Restricted funds are funds that are to be used in accordance with specific restrictions imposed by donors or that have been raised by the Charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in note 12 of the financial statements.

Income

Income is recognised when the Charity has entitlement to the funds, any performance indicators attached to the item(s) of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Donations are recognised in full in the Statement of Financial Activities when entitled, receipt is probable and when the amount can be quantified with reasonable accuracy. Gift aid receivable is included when claimable.

1. Accounting policies (continued from previous page)

Income (continued from previous page)

Grant income is credited to the Statement of Financial Activities when received or receivable whichever is earlier, unless the grant relates to a future period, in which case it is deferred.

Income from charitable activities, including contract income and client fees, is credited to the Statement of Financial Activities when received or receivable whichever is earlier, unless it relates to a specific future period or event, in which case it is deferred.

Interest is recorded when it is receivable.

Expenditure and irrecoverable VAT

All expenditure is accounted for on an accruals basis and has been included under expense categories that aggregate all costs for allocation to activities.

Indirect costs, including governance costs, which cannot be directly attributed to activities, are allocated proportionate to total direct costs allocated to each project area, as outlined in note 5 of the financial statements.

Irrecoverable VAT is charged against the category of expenditure for which it was incurred.

Tangible fixed assets and depreciation

All assets costing more than £500 are capitalised.

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their residual value, over their useful life, on the following basis:

Computers equipment	4 years
Fixtures & fittings	5 years

Freehold property is not depreciated.

Cash at bank and in hand

Cash at bank and in hand includes cash in hand, deposits with banks and funds that are readily convertible into cash at, or close to, their carrying values but are not held for investment purposes.

Debtors and prepayments

Trade and other debtors are recognised at the settlement amount after any trade discount is applied. Prepayments are valued at the amount prepaid net of any trade discounts due.

Creditors and accruals

Creditors 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.

Critical estimates and judgements

In preparing financial statements it is necessary to make certain judgements, estimates and assumptions that affect the amounts recognised in the financial statements. The annual depreciation charge for tangible fixed assets is sensitive to changes in useful economic lives and residual values of assets. In the view of the Trustees in applying the accounting policies adopted, no judgements were required that have a significant effect on the amounts recognised in the financial statements nor do any estimates or assumptions made carry a significant risk of material adjustment in the next financial year.

1. Accounting policies (continued from previous page)

Financial instruments

Basic financial instruments are measured at amortised cost other than investments which are measured at fair value.

Pensions

The Charity operates a defined contribution pension scheme which is administered by an external independent pension provider. Contributions are recognised in the Statement of Financial Activities as they fall due.

2. Comparative statement of financial activities

	Unrestricted funds Year ended 31 Mar 2020 £	Restricted funds Year ended 31 Mar 2020 £	Total funds Year ended 31 Mar 2020 £
Income from:			
Donations and legacies	6,036	69,787	75,823
Charitable activities	583,235	-	583,235
Investments	1,087	-	1,087
Total income	590,358	69,787	660,145
Expenditure on:			
Charitable activities			
Psychotherapy services	407,090	178,549	585,639
Total expenditure	407,090	178,549	585,639
Net income/(expenditure)	183,268	(108,762)	74,506
Reconciliation of funds:			
Total funds brought forward	454,981	294,977	749,958
Total funds carried forward	638,249	186,215	824,464

3. Income from donations and legacies

	Unrestricted funds	Restricted funds	Total funds
	Year ended 31 Mar 2021	Year ended 31 Mar 2021	Year ended 31 Mar 2021
	£	£	£
Grants			
Gilead Sciences	-	5,000	5,000
City Bridge Trust	-	35,700	35,700
Hornsey Parochial Charities	-	4,000	4,000
London Borough of Haringey	25,000	-	25,000
London Community Foundation	-	10,000	10,000
Grants	25,000	54,700	79,700
Donations	16,082	-	16,082
Coronavirus Job Retention Scheme	4,028	-	4,028
	45,110	54,700	99,810

	Unrestricted funds	Restricted funds	Total funds
	Year ended 31 Mar 2020	Year ended 31 Mar 2020	Year ended 31 Mar 2020
	£	£	£
Grants			
City Bridge Trust	-	47,075	47,075
Euromonitor International	-	4,167	4,167
London Community Foundation	-	18,545	18,545
Grants	-	69,787	69,787
Donations	6,036	-	6,036
	6,036	69,787	75,823

4. Income from charitable activities

	Unrestricted funds	Restricted funds	Total funds
	Year ended 31 Mar 2021	Year ended 31 Mar 2021	Year ended 31 Mar 2021
	£	£	£
Grants and contracts with statutory bodies			
NHS Haringey CCG/Haringey Council	474,473	-	474,473
Grants and contracts with statutory bodies	474,473	-	474,473
Charges and fees	52,492	-	52,492
	526,965	-	526,965
	Unrestricted	Restricted	Total
	funds	funds	funds
	Year ended	Year ended	Year ended
	31 Mar 2020	31 Mar 2020	31 Mar 2020
	£	£	£
Grants and contracts with statutory bodies			
Health Education England	34,684	-	34,684
NHS Haringey CCG/Haringey Council	474,473	-	474,473
Grants and contracts with statutory bodies	509,157	-	509,157
Grants and contracts with non-statutory bodies	46,725	-	46,725
Charges and fees	27,353	-	27,353
	583,235	-	583,235

5. Total expenditure

	Direct staff costs	Direct other costs	Indirect costs	Total costs
	Year ended 31 Mar 2021	Year ended 31 Mar 2021	Year ended 31 Mar 2021	Year ended 31 Mar 2021
	£	£	£	£
Raising funds	-	6,567	1,153	7,720
Charitable activities				
Psychotherapy services	569,582	10,309	101,842	681,733
	569,582	16,876	102,995	689,453

	Direct staff costs	Direct other costs	Indirect costs	Total costs
	Year ended 31 Mar 2020	Year ended 31 Mar 2020	Year ended 31 Mar 2020	Year ended 31 Mar 2020
	£	£	£	£
Charitable activities				
Psychotherapy services	454,464	36,483	94,692	585,639
	454,464	36,483	94,692	585,639

During the current financial year there has been material investment in external fundraising support and so for the first year expenditure on raising funds has been shown separately. As this is the first year this has happened there are no comparatives for this area of expenditure.

Indirect costs, including governance costs, which cannot be directly attributed to activities, were allocated between cost centres proportionate to the direct staff and other costs allocated to those activities.

An analysis of costs of raising funds split between restricted and unrestricted funds can be found in note 6.

An analysis of charitable activities split between restricted and unrestricted funds can be found in note 7.

An analysis of staff costs can be found in note 8.

Indirect costs includes:

	Total costs	Total costs
	Year ended 31 Mar 2021	Year ended 31 Mar 2020
	£	£
Other staff costs	4,935	3,502
Premises costs	26,614	12,788
Administrative costs	13,626	15,033
IT and other professional services	29,915	50,054
Rebrand work	8,700	-
Governance costs	19,205	13,315
	102,995	94,692

5. Total expenditure (continued from previous page)

Governance costs includes:

	Total costs	Total costs
	Year ended	Year ended
	31 Mar 2021	31 Mar 2020
	£	£
Insurance	4,732	4,032
Independent examination	2,100	2,016
Depreciation	10,270	3,226
Loss on write off of fixed assets	1,776	3,621
Other	327	420
	19,205	13,315

Other services provided by the independent examiner include the recharge of Xero software licences and interim payroll support for 10 months totalling £2,155 (2020: £Nil) and support with setting up Xero totalling £1,800 (2020: £Nil).

6. Expenditure on raising funds

	Unrestricted funds	Restricted funds	Total funds
	Year ended	Year ended	Year ended
	31 Mar 2021	31 Mar 2021	31 Mar 2021
	£	£	£
Direct other costs	6,567	-	6,567
Indirect costs	1,153	-	1,153
	7,720	-	7,720

During the current financial year there has been material investment in external fundraising support and so for the first year expenditure on raising funds has been shown separately. As this is the first year this has happened there are no comparatives for this area of expenditure.

7. Expenditure on charitable activities

	Unrestricted funds	Restricted funds	Total funds
	Year ended 31 Mar 2021	Year ended 31 Mar 2021	Year ended 31 Mar 2021
	£	£	£
Direct staff costs	527,223	42,359	569,582
Direct other costs	9,542	767	10,309
Indirect costs	94,268	7,574	101,842
	631,033	50,700	681,733

	Unrestricted funds	Restricted funds	Total funds
	Year ended 31 Mar 2020	Year ended 31 Mar 2020	Year ended 31 Mar 2020
	£	£	£
Direct staff costs	315,906	138,558	454,464
Direct other costs	28,192	8,291	36,483
Indirect costs	62,992	31,700	94,692
	407,090	178,549	585,639

8. Staff costs

	Total costs	Total costs
	Year ended 31 Mar 2021	Year ended 31 Mar 2020
	£	£
Gross salaries	515,153	409,945
Employer's NIC	40,231	33,098
Employer's pension	14,198	11,421
	569,582	454,464

The average headcount during the period was 23 persons (2020: 18 persons).

One employee received employee benefits of between £70,000 and £79,999 (2020: 1 employee between £60,000 and £69,999).

The total employee benefits paid to key management personnel during the year was £80,709 (2020: £79,497).

9. Tangible fixed assets

	Freehold property £	Computer equipment £	Fixtures & fittings £	Total £
Cost				
At 1 April 2020	305,457	26,243	-	331,700
Additions in the year	-	21,788	17,078	38,866
Disposals in year	-	(1,776)	-	(1,776)
At 31 March 2021	305,457	46,255	17,078	368,790
Accumulated depreciation				
At 1 April 2020	-	3,226	-	3,226
Charge for the year	-	10,129	140	10,269
Disposals in year	-	-	-	-
At 31 March 2021	-	13,355	140	13,495
Net book value				
At 1 April 2020	305,457	23,017	-	328,474
At 31 March 2021	305,457	32,900	16,938	355,295

10. Debtors and prepayments

	Total costs Year ended 31 Mar 2021 £	Total costs Year ended 31 Mar 2020 £
Accounts receivable	17,185	14,170
Accrued CJRS income	336	-
Prepayments	2,232	1,070
Other debtors	2,918	-
	22,671	15,240

11. Creditors: amounts falling due within one year

	Total costs Year ended 31 Mar 2021 £	Total costs Year ended 31 Mar 2020 £
Accounts payable	9,594	15,911
Accruals	6,833	15,064
Deferred income	-	21,900
HMRC payable	14,787	9,118
Pension payable	3,244	2,155
	34,458	64,148

Deferred income consists of the following deferred grants:

	Total costs Year ended 31 Mar 2021 £	Total costs Year ended 31 Mar 2020 £
Brought forward at 1 April 2020	21,900	25,892
Released in year	(21,900)	(25,892)
Deferred in year	-	21,900
Carried forward at 31 March 2021	-	21,900

12. Analysis of charity funds

	Balance brought forward Year ended 31 Mar 2021 £	Income for the period Year ended 31 Mar 2021 £	Expenditure in the period Year ended 31 Mar 2021 £	Transfers between funds Year ended 31 Mar 2021 £	Balance carried forward Year ended 31 Mar 2021 £
Unrestricted funds					
Designated funds					
Capital - equipment	23,017	-	(12,045)	38,866	49,838
Capital - buildings	140,242	-	-	-	140,242
Property maintenance reserve	17,250	-	-	-	17,250
Development of the service	156,413	-	(47,024)	-	109,389
Designated funds	336,922	-	(59,069)	38,866	316,719
General fund	301,327	572,366	(579,684)	(29,116)	264,893
Unrestricted funds	638,249	572,366	(638,753)	9,750	581,612
Restricted funds					
Capital - buildings	165,215	-	-	-	165,215
Parent peer support	11,000	-	-	(5,750)	5,250
COVID-19 response	-	5,000	(5,000)	-	-
Triple Track Treatment Project 2	10,000	-	-	-	10,000
Tottenham 2 (City Bridge Trust)	-	35,700	(35,700)	-	-
Youth Violence	-	10,000	(10,000)	-	-
Ventilation system	-	4,000	-	(4,000)	-
Restricted funds	186,215	54,700	(50,700)	(9,750)	180,465
Total funds	824,464	627,066	(689,453)	-	762,077

Capital – equipment and buildings

To assist in calculation of the available reserves, and due to the large balance of assets on the balance sheet, the Trustees have set aside the net book value of the fixed assets within a designated fund.

There is also a restricted fund balance for the buildings as a result of funding received to significant building improvements including an extension in prior periods.

Property maintenance reserve

This reserve was created in 2013/14 with the intention of increasing the amount over the forthcoming years to make sure the Charity has sufficient reserves for internal and external redecoration in the short term, and replacement of roof, windows, central heating and other significant repairs in the long term.

[12. Analysis of charity funds \(continued from previous page\)](#)

Development of the service

A very generous donation of £198,000 was awarded to Open Door in May 2018. The donor, who wishes to remain anonymous, stipulated that the money be spent within a maximum time frame of 3-5 years and that it be used to directly benefit the young people, parents and carers who access Open Door. The Trustees have prudently set this aside as a designated fund for development of the service over the next few years, although £42,000 of this was transferred in the prior year to support the parent support service over the 18 months from September 2018.

Parent peer support

This is funding received from three smaller grants to help establish parent peer support as part of the wider work with parents. During the year several funders who had contributed to this fund agreed, in light of the ongoing COVID-19 pandemic, for the funds to be transferred to core costs.

COVID-19 response

This is funding received to support the organisation adapt to new ways of working during the COVID-19 pandemic.

Triple Track Treatment Project

This is a multi-year project funded by comic Relief that has now ended working with depressed 16-24 year olds at risk of social exclusion.

Tottenham 2/Open Door Tottenham

This is funding from City Bridge Trust to develop the clinical service for young people aged 12 – 24 in Tottenham.

Youth Violence

This is a small 2-year grant from the Evening Standard Dispossessed Fund Saving London Lives to pilot a therapy project for young people and families affected by serious youth violence. We aim to work with 34 young people each year and their parents/carers as appropriate.

Ventilation system

This is a small grant received to support purchase of a new ventilation system for the offices. This was purchased in year and capitalised onto the balance sheet and so the grant was released to unrestricted reserves to reflect this.

12. Analysis of charity funds (continued from previous page)

	Balance brought forward Year ended 31 Mar 2020 £	Income for the period Year ended 31 Mar 2020 £	Expenditure in the period Year ended 31 Mar 2020 £	Transfers between funds Year ended 31 Mar 2020 £	Balance carried forward Year ended 31 Mar 2020 £
Unrestricted funds					
Designated funds					
Capital - equipment	3,620	-	(3,226)	22,623	23,017
Capital - buildings	140,242	-	-	-	140,242
Property maintenance reserve	17,250	-	-	-	17,250
Development of the service	156,413	-	-	-	156,413
Parent support service continuation	28,503	-	(28,503)	-	-
Designated funds	346,028	-	(31,729)	22,623	336,922
General fund	108,953	590,358	(375,361)	(22,623)	301,327
Unrestricted funds	454,981	590,358	(407,090)	-	638,249
Restricted funds					
Capital - buildings	165,215	-	-	-	165,215
Parent peer support	11,000	-	-	-	11,000
Young People - core services	12,513	-	(12,513)	-	-
Improving Access for Young People with Disabilities 2	-	-	-	-	-
Triple Track Treatment Project 2	10,000	-	-	-	10,000
Open Door Tottenham	-	4,167	(4,167)	-	-
Tottenham 2 (City Bridge Trust)	-	47,075	(47,075)	-	-
Recruit to Train (HEE)	2,384	-	(2,384)	-	-
Waiting Time initiative/pilots	83,612	-	(83,612)	-	-
Trailblazers	10,253	-	(10,253)	-	-
Youth Violence	-	10,000	(10,000)	-	-
Home Office	-	8,545	(8,545)	-	-
Restricted funds	294,977	69,787	(178,549)	-	186,215
Total funds	749,958	660,145	(585,639)	-	824,464

[12. Analysis of charity funds \(continued from previous page\)](#)

Parent support service continuation

As noted above, £42,000 of the large donation was transferred to support the continuation of the parent support service over 18 months from September 2018.

Young People – core services

This was funding for our service for Haringey residents aged 18 and under, and is provided under a contract with NHS Haringey CCG. This also includes funding for our core over-18 service for Haringey young adults with significant needs and is joint funded by Haringey Council (Adult and Community Services). This grant also includes a contribution to the development of Open Door Tottenham. As noted in the prior year accounts, following conversations with the independent examiner and a review of sections 5.39 to 5.40 of the SORP, as well as a review of the terms of funding, the Charity has reviewed its treatment of the contracts with statutory bodies and presented them as unrestricted income from 2019/20 onwards. Previously this had been treated as restricted income.

Triple Track Treatment Project

This was a multi-year project funded by comic Relief that has now ended working with depressed 16-24 year olds at risk of social exclusion.

Open Door Tottenham

This was funding received from Euromonitor to support development of the service in Tottenham.

Recruit to Train

This was funding to support two Health Education England (HEE) CYP-IAPT training posts in CBT and Family Therapy lasting two years from Jan 2018 to Dec 2019. As noted in the prior year accounts, following conversations with the independent examiner and a review of sections 5.39 to 5.40 of the SORP, as well as a review of the terms of funding, the Charity has reviewed its treatment of the contracts with statutory bodies and presented them as unrestricted income from 2019/20 onwards. Previously this had been treated as restricted income.

Waiting Time initiatives

This was funding received from Haringey NHS CCG to reduce waiting times. As noted in the prior year accounts, following conversations with the independent examiner and a review of sections 5.39 to 5.40 of the SORP, as well as a review of the terms of funding, the Charity has reviewed its treatment of the contracts with statutory bodies and presented them as unrestricted income from 2019/20 onwards. Previously this had been treated as restricted income.

Trailblazers

This was funding from NHS Haringey CCG for three years from January 2019 to June 2021 as part of a national pilot to reduce waiting times in children and young people's mental health services.

As noted in the prior year accounts, following conversations with the independent examiner and a review of sections 5.39 to 5.40 of the SORP, as well as a review of the terms of funding, the Charity has reviewed its treatment of the contracts with statutory bodies and presented them as unrestricted income from 2019/20 onwards. Previously this had been treated as restricted income.

Home Office

This was a small grant from the Bridge Renewal Trust as part of a Haringey wide project funded by the Ministry for Housing, Communities and Local Government. The funding ran from November 2019 to March 2020 and was to work with parents of young people aged 12-15 at risk of involvement with crime and youth violence.

13. Analysis of net assets

	Unrestricted funds	Restricted funds	Total funds
	Year ended 31 Mar 2021	Year ended 31 Mar 2021	Year ended 31 Mar 2021
	£	£	£
Fixed assets	190,080	165,215	355,295
Current assets	425,990	15,250	441,240
Current liabilities	(34,458)	-	(34,458)
	581,612	180,465	762,077

	Unrestricted funds	Restricted funds	Total funds
	Year ended 31 Mar 2020	Year ended 31 Mar 2020	Year ended 31 Mar 2020
	£	£	£
Fixed assets	163,259	165,215	328,474
Current assets	517,238	42,900	560,138
Current liabilities	(42,248)	(21,900)	(64,148)
	638,249	186,215	824,464

14. Analysis of net debt

	As at 1 Apr 2020	Cash flows	Other movements	As at 31 Mar 2021
	£	£	£	£
Cash and cash equivalents				
Cash at bank	544,898	(126,329)	-	418,569
	544,898	(126,329)	-	418,569

	As at 1 Apr 2019	Cash flows	Other movements	As at 31 Mar 2020
	£	£	£	£
Cash and cash equivalents				
Cash at bank	389,397	155,501	-	544,898
	389,397	155,501	-	544,898

15. Trustee remuneration

During the year, no trustee received any remuneration (2020: £Nil). No members of the Board of Trustees received reimbursement of expenses (2020: £Nil).

16. Related party transactions

During the year there were no related party transactions (2020: £Nil)

