

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

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for the Year Ended 31 March 2024**

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**Open Door, Young People's Consultation  
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**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  
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**Report of the Trustees  
for the Year Ended 31 March 2024**

**STRATEGIC REPORT**

**Achievement and performance**

**Open Door Service Activity 2023/24**

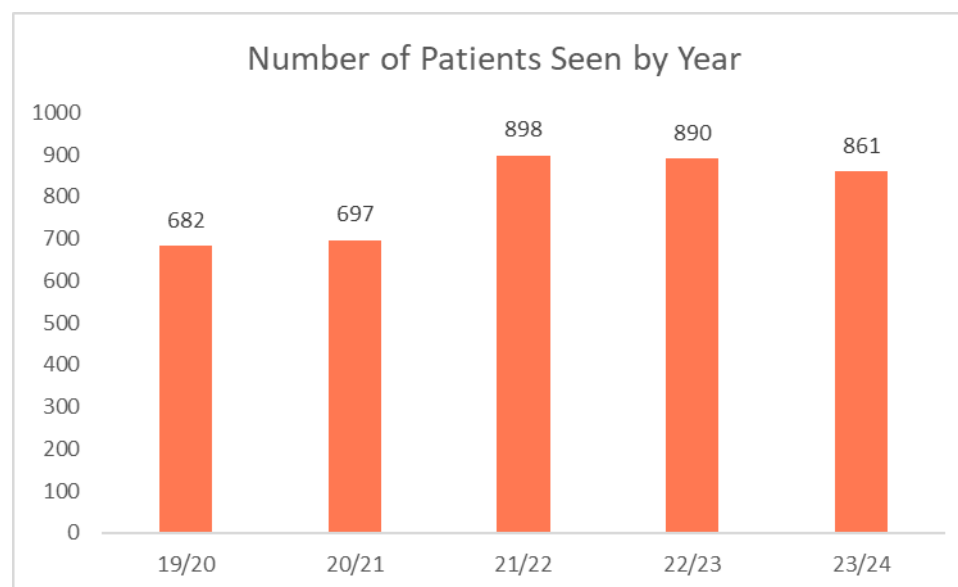
Open Door maintained high levels of service delivery in 2023/24. We supported 861 young people, parents and carers and offered 9670 clinical contacts. This was despite having closed the waiting list for over 18s (except for small specific projects) in August 2022.

**Open Door number of patients seen**

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

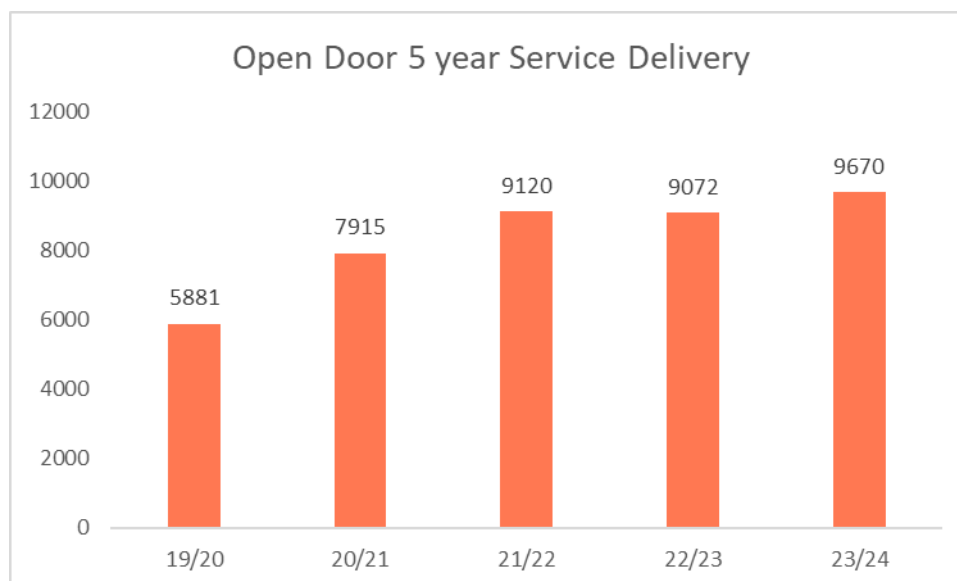
**Open Door Clinical Contacts (offered)**

<b>Clinical Contacts</b>	<b>2023/24</b>
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  
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**Report of the Trustees  
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- 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) <b>4WW target</b>	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**

<b>Presenting difficulties</b>	<b>Whole service%</b>
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%

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

<b>Selected Complexity factors</b>	<b>Number of yp</b>
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*

<b>Employment, Education and Training</b>	<b>%</b>
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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## Report of the Trustees for the Year Ended 31 March 2024

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.

<b>Completed treatment 23/24:</b> Paired Outcome Measure compliance PHQ-9	91%
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<i>What is expected change?</i>
<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**

<b>Hope to reduce</b>
<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>
<b>Hope to understand</b>
<i>"I want to understand my fear of rejection"</i>
<i>"I want to understand why I self-destruct"</i>
<b>Hope to develop</b>
<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**

<b>Area of Need</b>	<b>Improvement</b>
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.

	<b>% Certainly/Partly True</b>
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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**Report of the Trustees  
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**Young People's Voice- Examples**

<b>What was really good about your care?</b>
<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>
<b>Was there anything you didn't like or needs improving?</b>
<i>"Waiting times, surprise surprise"</i>
<i>"I want the room to be bigger"</i>
<b>Is there anything else you want to tell us about the service you received?</b>
<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**

<b>What was really good about your care?</b>
<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>
<b>Was there anything you didn't like or needs improving?</b>
<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>

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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**

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

#### **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  
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**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](http://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 £
<b>INCOME AND ENDOWMENTS FROM</b>					
Donations and legacies	2	317,944	62,419	380,363	155,944
<b>Charitable activities</b>	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>
<b>Total</b>		<u>1,046,151</u>	<u>363,437</u>	<u>1,409,588</u>	<u>911,436</u>
<b>EXPENDITURE ON</b>					
<b>Raising funds</b>					
Fundraising costs	5	<u>67,766</u>	<u>-</u>	<u>67,766</u>	<u>72,521</u>
		67,766	-	67,766	72,521
<b>Charitable activities</b>	6				
Psychotherapy services		<u>616,872</u>	<u>392,577</u>	<u>1,009,449</u>	<u>765,470</u>
<b>Total</b>		<u>684,638</u>	<u>392,577</u>	<u>1,077,215</u>	<u>837,991</u>
<b>NET INCOME/(EXPENDITURE)</b>		361,513	(29,140)	332,373	73,445
<b>RECONCILIATION OF FUNDS</b>					
Total funds brought forward		<u>814,618</u>	<u>29,140</u>	<u>843,758</u>	<u>770,313</u>
<b>TOTAL FUNDS CARRIED FORWARD</b>		<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 £
<b>FIXED ASSETS</b>					
Tangible assets	12	321,491	-	321,491	327,852
<b>CURRENT ASSETS</b>					
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
<b>CREDITORS</b>					
Amounts falling due within one year	14	(35,525)	(103,019)	(138,544)	(180,505)
		<u>          </u>	<u>          </u>	<u>          </u>	<u>          </u>
<b>NET CURRENT ASSETS</b>		<u>854,640</u>	<u>-</u>	<u>854,640</u>	<u>515,906</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		<u>1,176,131</u>	<u>-</u>	<u>1,176,131</u>	<u>843,758</u>
<b>NET ASSETS</b>		<u><u>1,176,131</u></u>	<u><u>-</u></u>	<u><u>1,176,131</u></u>	<u><u>843,758</u></u>
<b>FUNDS</b>	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>
<b>TOTAL FUNDS</b>				<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 £
<b>Cash flows from operating activities</b>			
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>
 <b>Change in cash and cash equivalents in the reporting period</b>		 532,684	 (22,650)
<b>Cash and cash equivalents at the beginning of the reporting period</b>		<u>377,182</u>	<u>399,832</u>
 <b>Cash and cash equivalents at the end of the reporting period</b>		 <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 £
<b>Net income for the reporting period (as per the Statement of Financial Activities)</b>	332,373	73,445
<b>Adjustments for:</b>		
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>
<b>Net cash provided by/(used in) operations</b>	<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 £
<b>Net cash</b>			
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>
<b>Total</b>	<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
<b>Restricted:</b>		
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  
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**Notes to the Financial Statements - continued  
for the Year Ended 31 March 2024**

**2. DONATIONS AND LEGACIES - continued**

Drapers' Charitable Fund	-	7,500
<b>Unrestricted:</b>		
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  
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**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  
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**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 £
<b>INCOME AND ENDOWMENTS FROM</b>			
Donations and legacies	49,469	106,475	155,944
<b>Charitable activities</b>			
Psychotherapy services	752,539	-	752,539
Investment income	<u>2,953</u>	<u>-</u>	<u>2,953</u>
<b>Total</b>	<u>804,961</u>	<u>106,475</u>	<u>911,436</u>
<b>EXPENDITURE ON</b>			
<b>Raising funds</b>			
Fundraising costs	<u>72,521</u>	<u>-</u>	<u>72,521</u>
	72,521	-	72,521
<b>Charitable activities</b>			
Psychotherapy services	<u>678,136</u>	<u>87,334</u>	<u>765,470</u>
<b>Total</b>	<u>750,657</u>	<u>87,334</u>	<u>837,991</u>
<b>NET INCOME</b>	54,304	19,141	73,445
<b>Transfers between funds</b>	<u>1,250</u>	<u>(1,250)</u>	<u>-</u>
<b>Net movement in funds</b>	55,554	17,891	73,445

**Open Door, Young People's Consultation  
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**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 £
<b>RECONCILIATION OF FUNDS</b>			
Total funds brought forward	759,063	11,250	770,313
	<hr/>	<hr/>	<hr/>
<b>TOTAL FUNDS CARRIED FORWARD</b>	<u>814,617</u>	<u>29,141</u>	<u>843,758</u>

**12. TANGIBLE FIXED ASSETS**

	Freehold property £	Fixtures and fittings £	Computer equipment £	Totals £
<b>COST</b>				
At 1 April 2023	305,457	17,078	49,755	372,290
Additions	<hr/> -	<hr/> -	<hr/> 6,837	<hr/> 6,837
At 31 March 2024	<u>305,457</u>	<u>17,078</u>	<u>56,592</u>	<u>379,127</u>
<b>DEPRECIATION</b>				
At 1 April 2023	-	6,972	37,466	44,438
Charge for year	<hr/> -	<hr/> 3,416	<hr/> 9,782	<hr/> 13,198
At 31 March 2024	<hr/> -	<hr/> 10,388	<hr/> 47,248	<hr/> 57,636
<b>NET BOOK VALUE</b>				
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	<hr/> 456	<hr/> -
	<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><u>138,544</u></u>	<u><u>180,505</u></u>

**15. MOVEMENT IN FUNDS**

	At 1.4.23	Net movement in funds	At
	£	£	31.3.24 £
<b>Unrestricted funds</b>			
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
<b>Restricted funds</b>			
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>
<b>TOTAL FUNDS</b>	<u><u>843,758</u></u>	<u><u>332,373</u></u>	<u><u>1,176,131</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**

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

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
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>
<b>Restricted funds</b>			
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>
<b>TOTAL FUNDS</b>	<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 £
<b>Unrestricted funds</b>				
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
<b>Restricted funds</b>				
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>
<b>TOTAL FUNDS</b>	<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 £
<b>Unrestricted funds</b>			
General fund	804,961	(750,656)	54,305
<b>Restricted funds</b>			
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>
<b>TOTAL FUNDS</b>	<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 £
<b>Unrestricted funds</b>				
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
<b>Restricted funds</b>				
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>
<b>TOTAL FUNDS</b>	<u>770,313</u>	<u>405,818</u>	<u>-</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**

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 £
<b>Unrestricted funds</b>			
General fund	1,851,112	(1,422,096)	429,016
Capital - equipment	-	(13,198)	(13,198)
	1,851,112	(1,435,294)	415,818
<b>Restricted funds</b>			
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)
<b>TOTAL FUNDS</b>	<b>2,321,024</b>	<b>(1,915,206)</b>	<b>405,818</b>

**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  
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**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.