

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

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for the Year Ended 31 March 2025**

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Open Door, Young People's Consultation
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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.

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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
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**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.

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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.

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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.

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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:

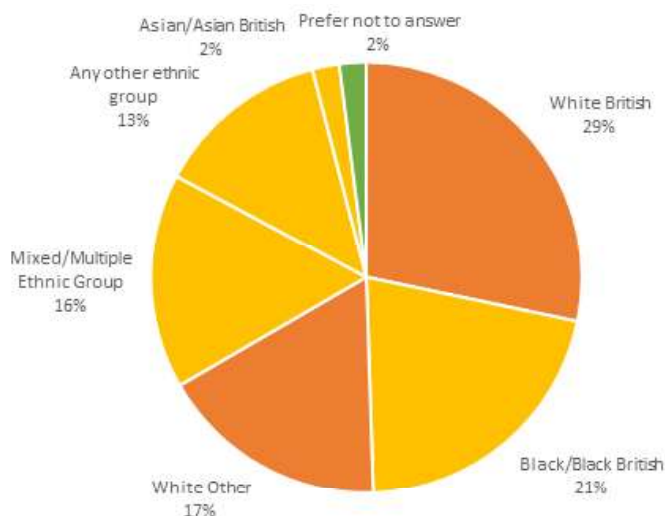
- specialist Initial Therapeutic Assessments (within four weeks of referral) – 5%
- essential professional/or network meetings needed to support the young person holistically for example, meetings with social care, health, education etc – 14%
- referral calls – 3%
- waiting list therapeutic reviews –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

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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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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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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>

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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.

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**Report of the Trustees
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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'000000-152E-460D-BB8A-08DE20B8C927

**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>

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**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
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**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>

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**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>

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**Notes to the Financial Statements - continued
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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
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**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
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**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
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**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
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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.