

DAVENTRY INFORMATION AND COUNSELLING SERVICE (TIME TO TALK)

England & Wales · Charity number 802472

Details

Other names TIME 2 TALK

Status Registered

Legal form Other

Registered 1990-01-08

Register [View on the Charity Commission register](#)

Contact

Address Time2talk
The Abbey
Market Square
Daventry
Northants
NN11 4XG

Phone 01327706706

Email info@time2talk.org.uk

Website www.time2talk.org.uk/whatwedo.html

Activities

Objects: 1) ASSIST IN THE PROMOTION OF THE PHYSICAL AND EMOTIONAL WELFARE OF YOUNG PEOPLE AGED (5-25) WITHIN THE UNITED KINGDOM.2) TO FACILITATE THE EDUCATION AND HEALTH OF YOUNG PEOPLE SO THAT THEY MAY GROW TO FULL MATURITY AS FULFILLED CITIZENS AND THAT THEIR QUALITY OF LIFE BE IMPROVED.3) PROVIDE EDUCATION, TRAINING AND SUPPORT TO YOUNG PEOPLE AND THOSE THAT CARE FOR THEM.4) SUPPLY INFORMATION, GUIDANCE AND SERVICES TO YOUNG PEOPLE TO EMPOWER THEIR DECISION MAKING.5) PROCURE TO BE WRITTEN, PRINT, PUBLISH AND ISSUE OR CIRCULATE GRATUITOUSLY OR OTHERWISE ANY REPORTS, PERIODICALS, BOOKS, PAMPHLETS OR OTHER DOCUMENTS IN THE FURTHERANCE OF YOUNG PEOPLE'S WELFARE.6) ARRANGE AND PROVIDE FOR OR JOIN IN ARRANGING AND PROVIDING FOR THE HOLDING OF EXHIBITIONS, MEETINGS, LECTURES AND TRAINING COURSES TO PROMOTE THE WELFARE OF YOUNG PEOPLE.7) PROMOTE, ENCOURAGE OR UNDERTAKE ORGANISED RESEARCH INTO YOUNG PEOPLE'S PHYSICAL OR EMOTIONAL WELFARE.

Activities: Free therapeutic counselling. Free condoms, pregnancy testing and Chlamydia screening, range of information and agents for local Food bank, services for those in the old Daventry District, South Northants areas of West Northants. Counselling is STRICTLY by appointment and we DO NOT provide emergency services. We work with those aged 13-18-up to 25 with a SEND. We don't offer home visits.

Classification

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

Geography

- **Area of benefit:** NORTHAMPTONSHIRE
- Northamptonshire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£223,309	£198,182	-	-
2024-03-31	£181,015	£236,728	-	-
2023-03-31	£254,034	£148,513	-	-
2022-03-31	£256,000	£156,461	-	-
2021-03-31	£138,957	£124,201	-	-

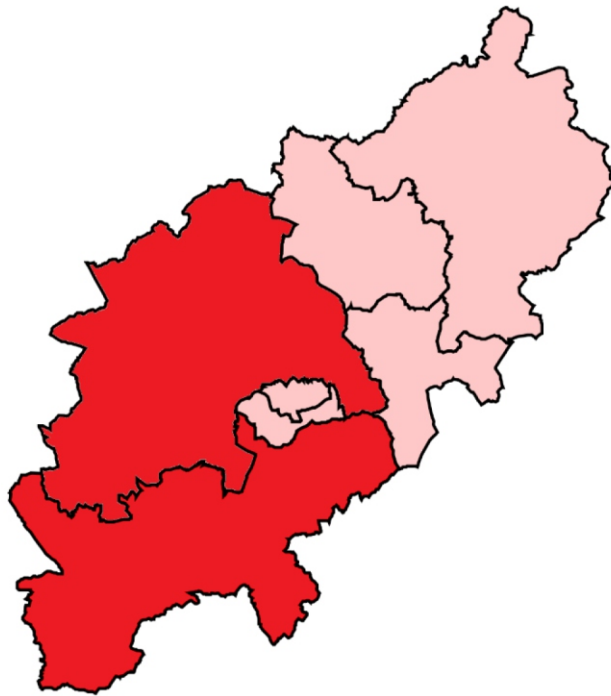
Trustees

Name	Role	Appointed
DOCTOR SUSAN DAVIES	Chair	
Julie Luvaglio		2019-03-22
SUSANNAH DION		2013-07-04

Accounts

2025 Annual Report and Review

Time **2** TALK



Registered Charity No. 802472



Time2Talk
(Daventry Information and Counselling Service)
The Abbey
Market Square
Daventry
Northants NN11 4XG

Email: info@time2talk.org.uk
www.time2talk.org.uk
Registered Charity No. 802472

Board of Trustees: *(all voluntary positions)*

Suzy Dion	Chairperson
Dr Sue Davies	Vice-Chair
Julie Luvaglio	Trustee

Staff Team:

Andy Nixon	Chief Operating Officer/Fundraiser
Sylvia Birch	Counsellor and Towcester Service
Ashley Southgate	Data and Information Officer

Supervision:

Jayne Innes	Clinical Supervisor
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Honorary Treasurer:

Gordon Barker	Honorary Treasurer, Secretary
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We would also like to give a huge thankyou to our team of self-employed counsellors and volunteers!!

INDEX

Acknowledgements	2
Service Opening Times	3
Active Involvement Activity	3
Equal Opportunities Policy	3
Mission Statement	4
Chairperson's Report	5
Chief Officers Annual Report and Review	6
Data and Information Report	9
A Therapeutic Counsellors Perspective	12
Counsellor/Towcester Service Report	13
Case Study	15
The Time2Talk Team	16
Time2Talk Accounts	18

Acknowledgements

Time2Talk were successful in maintaining grant funding from the following organisations:

Northamptonshire NHS/Public Health

Additional NHS funding pays for the following projects. This funding is held by our REACH partners who commission us to deliver the projects in our area.

Tier 2.5 (Service Six)
Emotional Wellbeing Drop-In (The Lowdown)
Rapid Response (The Lowdown)
LGBTQ Out There Group (The Lowdown)

Daventry Conservative Club members spent a year fundraising for us! We were very grateful to receive a cheque for all their hard work for £4500

Daventry Rotary club raised £500.00 for us and the W + M Morris Charitable Trust made a donation of £1000.00 towards the cost of our work.

We would also like to thank our REACH partners for their support over the year:

Chat (Oundle)
Service Six (Wellingborough)
The Lowdown (Northampton)
Youth Works (Kettering)

Chlamydia screening continues to generate funds towards our core costs

We would like to give a massive shout out to Jonathan Kokke for updating, amending and bringing our website into the 21st century.

A huge thanks to everyone that supported us in whatever way. We really appreciate it!

Proud to be a referring agent for the Daventry Foodbank

Time2Talk is registered for Gift Aid

TIME2TALK – Service Opening Times

Opening Times - Daventry

Monday – Thursday	10:00am	–	5:30pm
Friday	10:00am	–	2:00pm
Saturday	10:00am	–	4:00pm
Sunday	Closed		

Opening Times - Towcester

Monday	12:00pm	–	5:15pm
Wednesday	12:00pm	–	8:00pm

Active Involvement Activity

Time2Talk are committed to the Active Involvement of young people in the planning of its services. We have achieved bronze standard charter mark as recognition of this.

Equal Opportunities Policy

Time2Talk recognises the inherent worth of every human being and firmly believe that every human being has something to offer the community. We aim to ensure that no member of our team, no volunteer or management committee member, organisation or individual to whom we provide services to will be discriminated against on any of the following grounds:

- Unrelated Criminal Conviction
- Age
- Class
- Employment Status
- Political Belief
- Race, colour, nationality, ethnic or national origin
- Religion
- Gender, sexual orientation or marital status
- Disability

Time2Talk aims to ensure that all potential staff, volunteers or management committee members are recruited in line with the above. If instances of discrimination occur within the organisation or within an organisation or venue where Time2Talk are providing a service, Time2Talk will take positive action against such discrimination.

Mission Statement

To offer quality free information and counselling to improve mental health, therefore reducing clinical admissions into the NHS and to do all we can to enable young people aged 11-18 and up to 25 with a SEND to access our services.

To actively challenge prejudice of all kinds and to promote equality throughout our work.

To actively seek new working opportunities within the ethical framework and boundaries of Time2Talk.

To promote social inclusion through our work.

To provide a listening ear for those in emotional distress and to have a positive impact on improving the mental health of young people.

To provide up to date quality information literature on those subjects that affect young people and also for family members concerned about a young person.

To network with other organisations in order to strengthen resources and work together in tackling the many issues that impact on a young person's emotional well-being and mental health.

As an Organisational Member of British Association for Counselling & Psychotherapy (membership no:00115464) we are bound by its Ethical Framework for Good Practice in Counselling and Psychotherapy, the Ethical Guidelines for Researching Counselling and Psychotherapy (where organisations undertake research) and subject to the Professional Conduct Procedure for the time being.

Chairperson's Report

I am pleased to report that Time2Talk has had another successful year providing services for the young people in Daventry and surrounding South Northants. Andy's comprehensive COO report outlines the exact details, and I will provide an over-arching review of the highlights in my report. As always, T2T faces many uncertainties – both financial and within the health of the team providing the services. Furthermore, there has been a growth in demand with an increase in the complexity of the issues requiring help.

The T2T team is a small, tightly knit unit – 3 members of staff working out of a compact office space in the Abbey Building and managing services provided by themselves and the 6 self-employed counsellors working with T2T. With these limited resources they provide services across a rural area covering almost half the county. Face to face provision occurs in Daventry and Towcester and a vital remote service provides wider cover. Rurality remains a key factor in the difficulties faced providing services and impacts hugely on the costs encountered by T2T.

I think the main task of the Chairperson's Report is to recognise and thank the team for all their dedication and hard work. Firstly, Andy, our COO. I must extend huge thanks to Andy as he continues to work hard, dedicating time and energy to continuing to provide a high-quality counselling service as well as managing the other activities he has outlined in his own report. It is no small feat to accomplish this with the level of resources T2T receives and the impact of the costs of rurality and office rental. He continues to spend a lot of his time seeking alternative funding and grants.

I must also thank Ash, a data genius with national recognition, who works hard for T2T and in supporting the wider REACH partnership. Sylvia, who has worked tirelessly with T2T for many years to provide high quality counselling and support for our young people both here in Daventry and in Towcester. Our group of self-employed counsellors; Julie, Eve, Sarah, Prem, and Lynsey and volunteer counsellor Corrinne. A special mention here for Julie – who is not only a counsellor but also volunteers as a Trustee and quietly provides T2T with a huge amount of support – thank you.

A big thank you to Gordon for his continued patience, professionalism and dedication in working on our accounts and providing such excellent reports and to Shaw Gibbs accountants for providing the independent examining of these accounts.

Finally, my thanks to my fellow trustees – Suzy and Julie. They have remained dedicated to their roles despite many difficulties, and I want to thank them for the flexibility and support they have demonstrated in keeping this small band of trustees operating. Trustees are seemingly becoming a rare breed and if anyone reading this can spare some time to join our team, please do contact one of us, or Andy. Thank you.

Dr Sue Davies

Chairperson

Chief Officers Annual Report and Review

Introduction and acknowledgments.

We faced another challenging year of uncertainties, and a growing demand on our services. The area we cover is vast with almost half the county falling in our area of operation. Rurality and rural issues play a big part along with parents who don't have cars or decent access to the internet. One of our team was recovering from cancer and our service user caseload continues to present ever more complex issues for our dedicated team.

We can't thank our small team enough for staying with it, rising to the challenge and delivering great services for the young people we are here to support. Sylvia continues to support young people in Daventry and Towcester. We are in Towcester two days and one evening each week and supporting Sylv on Mondays our volunteer counsellor Corrinne and sessional counsellor Lyndsey who covers Daventry as well, ensure even more sessions can be covered. Sessional counsellors Eve and Sarah who also support Daventry service delivery, support our rural Towcester service on Weds and I am there helping to cover the Weds evening drop-in.

Prem our remote counsellor based in Brackley has a steady stream of clients for whom a remote service is preferable. This enable's young people in remoter rural locations and who would otherwise struggle to access emotional wellbeing support, to engage in the service. A stalwart of Time2Talk, Julie who brings a wealth of experience working for CAHMS in the past covers many sessional slots each week in Daventry. Thanks to them all. Thanks also to Ash our superb data and information officer. We are required to submit regular data reports into the REACH partnership and also into NHS England. It's a complicated process that requires meticulous attention to detail and Time2Talks MHSDS date is always top in the entire country for quality! That's no mean feat. Alongside this Ash provides admin support for our counsellors helping to ensure referrals are allocated quickly. Our counsellors are required to do their own admin which involves maintaining data sets and core scores along with booking in client's but we help out with that of course and I am always available for any and all safeguarding concerns or queries.

We have to thanks Jane who has been ably providing clinical supervision for our counselling team for many years. Clinical supervision is a vital part of the therapeutic support offer. All counsellors working with us must and do have this at least once each month, more if needed and we really appreciate the experience and professionalism she brings to the table. Time2Talk remain organisational members of BACP.

Last but by no means least our brilliant trustees who are small in number but remain dedicated to Time2Talk. Sue Davies, Suzy Dion and Julie Luvaglio, thank you for staying with us. As volunteers it's a big ask and one you take on without complaint. Our volunteer treasurer Gordon continues to provide exceptional services to Time2Talk, preparing our accounts for examination, keeping our books in order and maintaining payroll, and invoice payments including PAYE and pensions. All this is done free of charge. Thank you. I meet with Gordon at least weekly and Gordon provides regular finance reports for the trustees to ensure they are fully informed when it comes to finances.

The REACH collaboration

Time2Talk remain a key player in the REACH collaboration. A network of like-minded agencies delivering services for young people across Northamptonshire. We'd all known each other for many years, we came together more formally though as a result of commissioning pressures with the ICB, Public Health and the local authority wanting a single point of commissioning rather than to commission 5 different agencies. Although REACH has been formally established, Youth Works in Kettering remain 'lead provider' however we retain our contract with the NHS for the core counselling work, with the Lowdown in Northampton holding the funds for emotional wellbeing drop-in's and rapid response and LGBTQ plus groups. Service 6 retain the funds for tier 2.5 counselling. We invoice those agencies directly for our share of the funds. Drop-in and LGBTQ group are paid for per sessions delivered, counselling services are worked out at a unit cost per head something we do struggle with. We cover a vast largely rural area with a much smaller share of the resources that go into other REACH agencies. We all meet monthly and we all meet with the ICB, public health and local authority commissioners for a quarterly contract review.

Services

Core tier 2 counselling

We are directly commissioned by the NHS via the integrated care board to deliver core counselling across Daventry District and South Northants. This is non-urgent, non-emergency and we accept referrals form professionals, such as schools, GP's, CAMHS etc along with self-referrals. A course of therapy generally last for 6-8 sessions with an absolute maximum of 12 in very exceptional circumstances.

Tier 2.5 counselling

This is similar to the above however this works with young people with more complex needs. Service 6 hold the NHS contract for this on behalf of REACH and we invoice monthly.

Rapid response

This is a specific dedicated service that offers fast access to counselling. The criteria involves a young person having presented at A&E following concerns raised for a self-harm incident such as taking an overdose. The clinical team at hospital will then determine whether the young person needs an urgent intervention or admission, and if not, they may be referred to us for counselling.

Once we receive the referral in these cases, we must do our best to connect them within 2 working days with the offer of an appointment within 5 working days. The Lowdown hold the funds for this on behalf of REACH and we invoice them monthly.

Emotional wellbeing drop-ins

Time2Talk deliver 2 each week. One in Daventry every Saturday between 12.00-4.00pm and one in Towcester every Wednesday 4.00-8.00pm.

Our Daventry service is for those aged 8 (with a parent or carer) and up to 25 and in Towcester its 8 (with apparent or carer) and up to 18. This is non-crisis; non-emergency and no appointment

is needed. The platform of delivery is usually face to face however remote sessions can be available. This is funded again via the NHS with Lowdown holding the funds on behalf of REACH, we invoice the Lowdown monthly for sessions delivered.

LGBTQ+ Young people's group

Time2Talk took over the running of this group in May 2024 and rapidly increased the numbers accessing it. This provides a safe dedicated space for young people aged 13-18 who identify as LGBTQ+ to meet and engage in a structured programme of activities each Thursday during term time from 6.30pm-8.00pm. It is staffed by two trained Time2Talk people on a rota basis who facilitate discussions and activities that the young people are interested in including art and quizzes and subjects that the young people themselves may be concerned about. This is not a counselling-based support group.

It's important to stress that all those working for Time2Talk in whatever capacity must undertake mandatory safeguarding training every 2 years and be enhanced DBS checked.

Extra service offers

We can provide pregnancy testing, condoms and the joint chlamydia/gonorrhoea test for those aged 15-24. We are also agents for the Daventry foodbank service and can provide or obtain information on a variety of subjects for parents or carers upon request.

Social media and web site

We recently launched a new website that is more intuitive and easier to use. It now also contains a self-referral form with a confidential secure email address to return it to us. It is also mobile phone friendly. As with all new technology there's bound to be the odd thing that needs updating almost immediately something goes live but do visit us at www.time2talk.org.uk In addition our Time2Talk Facebook page is where we post and promote services and anything well-being related that may be of interest to our service users and their families.

Finally

We'd like to say a big thank you to all our funders but a huge thank you to Daventry Conservative club members who embarked on a years' worth of fundraising activities on behalf of Time2Talk. We were so grateful to receive a donation of almost £4500.00 as a contribution towards our work. In addition, the Daventry Rotary club members donated £500.00 along with a donation of £1000.00 from the W and M Morris charitable trust.

Nothing in this job is ever really nine to five. It's a privilege to do the work we do and knowing the impact our work can have on improving the lives of young people and their families is just brilliant! Thanks to everyone who was able to make it to our AGM today, we all really appreciate it. We hope you enjoy reading the individual report contained in our annual review.

Andrew Nixon

Chief Operating Officer

Data and Information Report

I'm responsible for submitting data and various reports to the NHS for all the different services that we run. This includes the core and tier 2.5 counselling, rapid response, emotional wellbeing drop ins and our LGBTQ youth group. I will also submit monthly stats into the MHSDS, which includes more details on the sessions themselves such as the dates they took place, whether they were attended and core scores. Alongside this there are also narrative reports and case studies every quarter which offer a more qualitative look at our work rather than the purely quantitative data for the monthly reports.

I'm also part of the clinical consistency and data groups which are both represented by a member from each REACH agency. This creates consistency in how we operate but also allows us to support each other, and get support, in our work. Both have been a great help.

I also do the day to day admin in the office, take referrals, invoicing and the Saturday drop-ins in Daventry. We've also started our LGBTQ Out There group that I am regularly a part of, which we hold every Thursday during the school term. We try and do a different activity every week such as board games, art, video games, anime/movie nights and sometimes they will be themed around an event coming up such as Halloween, Christmas or local pride events.

In this section I have included a selection of stats that highlight the nature of the work that we do.

Number of referrals and sessions

- We received 331 referrals into our counselling service for this year, 305 for our core/tier 2.5 service and 26 for rapid response.
- We delivered 2302 counselling sessions, of this 1285 were for the core counselling, 803 tier 2.5 sessions and 214 rapid response.
- 136 contacts for the emotional wellbeing drop ins

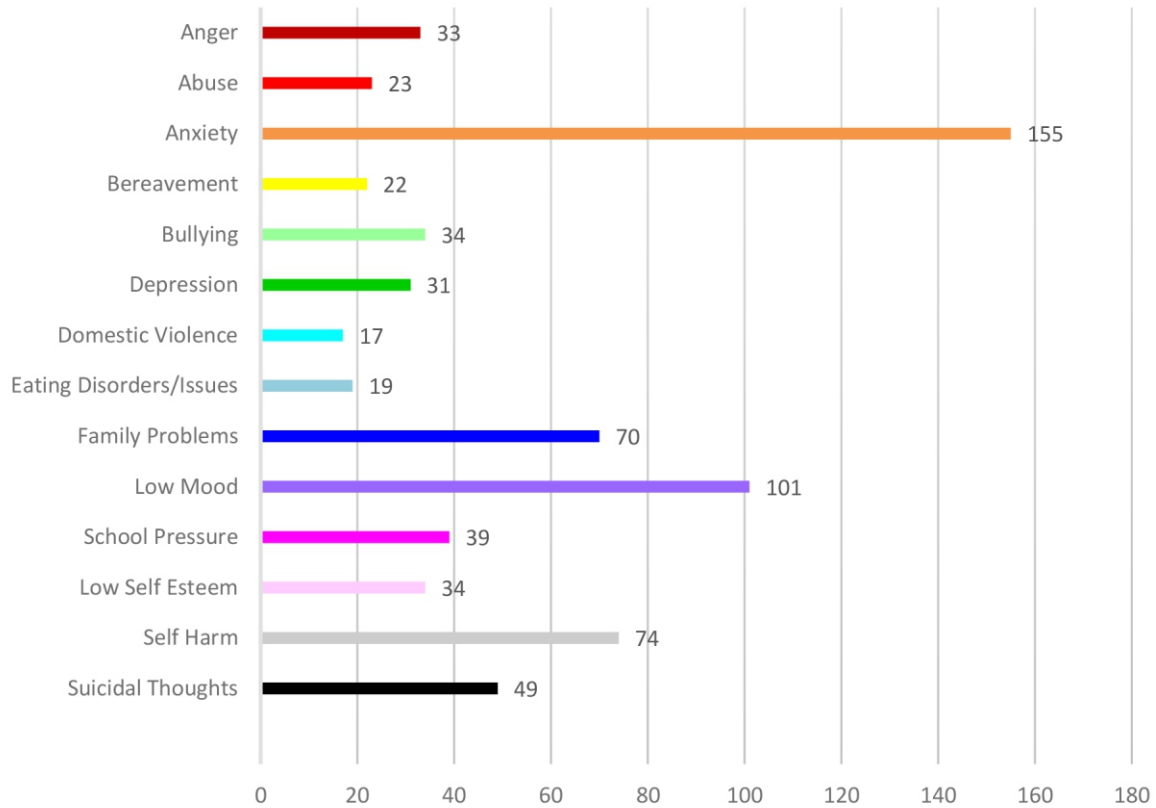
Client Feedback

- 88% of young people who completed a full course of counselling saw their core YP scores improve.
- 95% of users would recommend the service to others when asked at their close of their sessions.
- 95% of users consider there to have been positive changes/outcomes as a result of their counselling sessions.
- 99% who attended the drop-ins maintained or improved their mental health by visiting the drop in.

Safeguarding

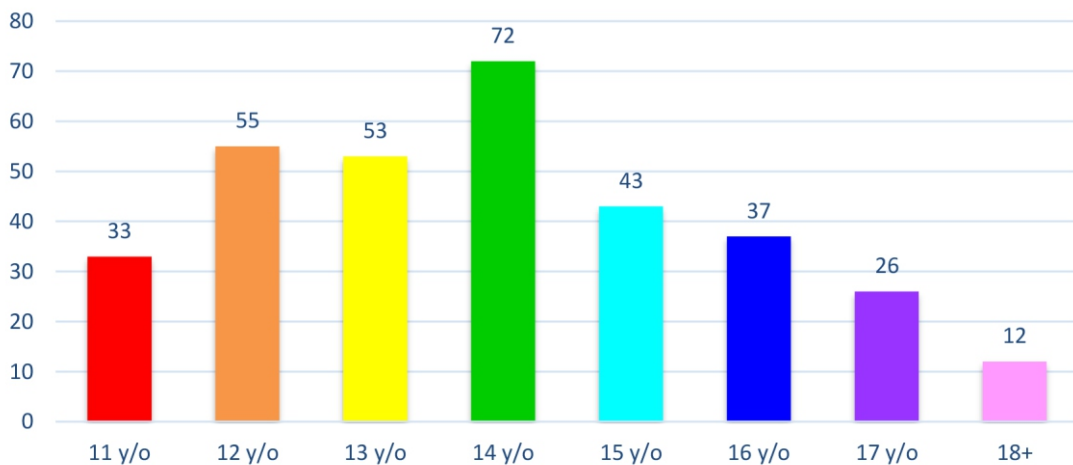
Time2talk takes its safeguarding responsibilities with young people extremely seriously. All staff members have received mandatory safeguarding training and during the period this report covers we had 11 safeguarding concerns of which 7 were escalated into statutory services. Some of these will have resulted in further action taken by the relevant bodies.

ISSUES RAISED ON REFERRAL



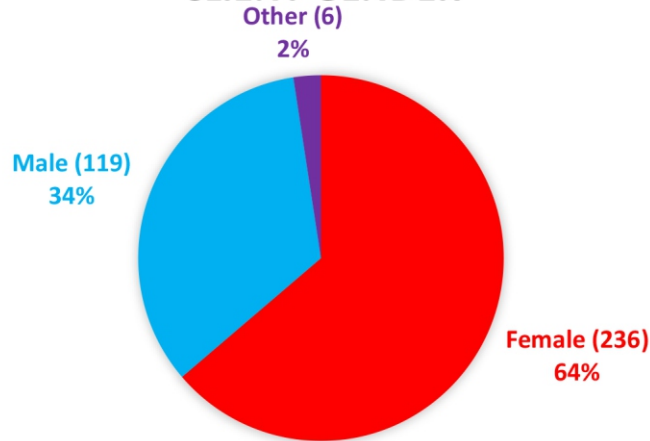
Anxiety is the most common issue young people face which has been the case for as long as we have been recording data. However, the issue that has seen the biggest increase this year is abuse, which includes sexual, physical and emotional abuse.

AGE OF CLIENT ON REFERRAL



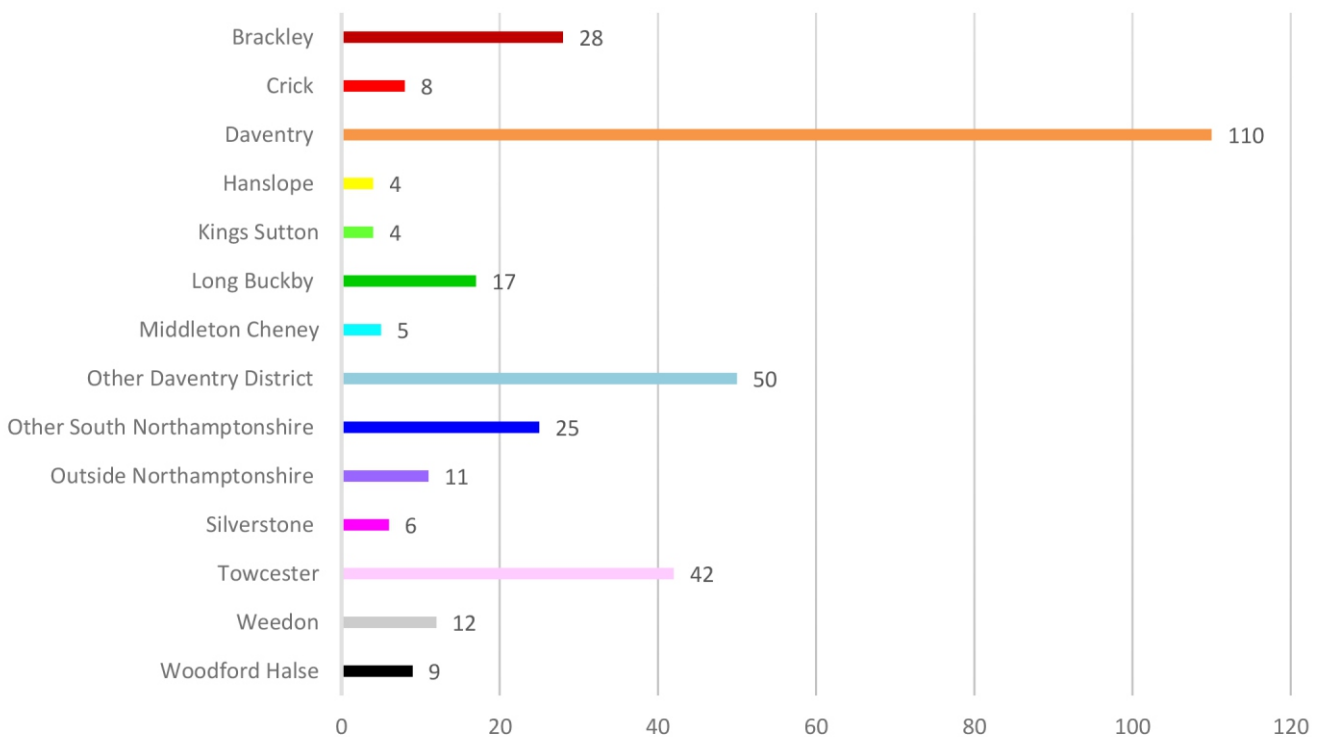
We see more 14 year olds rather any other age. However, the clients we are seeing are younger compared to last year with more 12 and 13 year olds and fewer 15 and 16 year olds.

CLIENT GENDER



Around two thirds of clients referred to us a female (64%), and a third (34%). While 2% people identify as either non-binary or gender fluid.

CLIENT LOCATION



We receive just over half of our referrals from Daventry, Towcester and Brackley with the majority of the rest being from the surrounding villages. We also see some people who live outside the county if they have a GP within Northamptonshire, this includes Warwickshire, Oxfordshire, Leicestershire and Buckinghamshire.

Ashley Southgate

Data and Information Officer

A Therapeutic Counsellors Perspective

I have been with the charity for just over a year and a half now and since day one I have been inspired by the dedication and friendliness of the staff and counsellors here.

I wanted to gain valuable experience working with young people and the support and attention I have been given to help me with that has been great. I have produced a presentation about the work of the charity and as part of the preparation, I had to find out as much as I could and it really is a marvel how much support and care is given to clients by so relatively few people.

Every client I have had the privilege to work with has challenged me in a good way and has broadened the scope and experience which is exactly what I am looking for. I do wish it was possible to spend far more time than is available to get even more involved in the initiatives that the charity wants to take forward and as we all know the scale of the 'climb' ahead is not to be underestimated, with competing priorities and resources.

From a personal perspective I feel very grateful for having this opportunity and only wish I lived closer to where the need is greatest, but all in all I am an advocate for the charity and only wish I could do more! Thanks to all for all that you do!

Corrinne Carr

Volunteer Counsellor

Counsellor and Towcester Service Report

This report will provide an outline of work undertaken, and developments made in the post of Counsellor and Towcester Service Manager up 31st March 2025.

Daventry

Mondays and Wednesdays, I am in the office between 10am till 11am. Tuesdays and Thursdays from 10am till 5.30pm I am normally counselling clients during this time. When I am not seeing clients, I will be keeping my files up to date, answering the phone if needed and completing my stats for Ashley.

Towcester

Time2Talk Towcester service opening times are on Monday between 12pm and 5pm, Wednesday between 12pm to 4pm as the drop-in runs from 4pm till 8pm except for bank holidays, Easter and Christmas. This is run from The Chantry House. As well as seeing clients I also support the other counsellors who use the upstairs room. The Towcester sessions get booked up fast, so although we do have a waiting list, it's managed very well. The referrals are for Towcester and the surrounding villages and also Brackley, Middleton Cheney, Deanshanger and Banbury.

Clients sessions

Clients will have six to eight sessions and rapid response clients will be able to have additional sessions.

Towcester Wellbeing Drop-in

I would normally book the rooms, I arrange the room for the Drop-in also the small room upstairs for the counsellors to see their clients, while the drop-in is open down stairs. The Drop-in covers the area of Towcester and all of Northamptonshire. We will offer a safe space, hot or cold drink plus some biscuits to the young person and their parents, normally before they see a support worker, if they would like one. Most of the young people are wanting to talk regarding an issue they are facing and some will need extra support and will go onto our waiting list face to face counselling. In the mean time they will use the Drop-in as many times as they need support.

Referrals

Most of the young people I am seeing have been referred from the RMC, doctors, hospitals, social workers, family members, other agencies, teachers, school nurses and some will be self-referrals.

Issues

These are some of the issue's that young people have been facing over this last year anxiety/stress, panic attacks exam pressure, bullying, phobias, depression, low self-esteem, suicidal thoughts, personal-relationship problems, peer pressure, gender identity, cyber bullying, self-harm behaviours, eating disorders, bereavement, sexuality, homophobia, family problems, domestic violence, emotional, sexual and physical abuse, sexual assault, anger, health, puberty, racism, depression, eating disorders, ADHD, OCD, body image, disability and having to deal with a long term illness or caring for a parent or sibling with a disability or illness.

Freshers Fare

I attended Northampton College's Freshers Event in Daventry to promote Time2Talk services. We had many young people come to our stand and it was nice talking to them all about our work and the support that Time2Talk can offer young people. Some of the young people I spoke to have said they have used our drop-in at both Daventry and Towcester.

Training and keeping up to date

Safeguarding children and young people level 3
Vulnerable Adults
Gender Awareness and issues around LGBTQ+
Child Development and Mental Health
Rethinking Challenging Behaviours
GDPR
Safeguarding
Digital Awareness Training

Keeping stocked up

This is just doing some shopping and things we may need to order online.

Thank you

We would just like to say thank you to all the staff at The Chantry House for their support.

Supervision

Thank you to Jayne for the support that has enabled me to have positive outcomes with my clients.

Manager

Andy thank you for your support over this last year



Sylvia Birch

Towcester Service Manager and Outreach Counsellor

Case Study

This year we have included a brief case study which demonstrates a small part of the work we do.

Background

The young person was referred to us as through the RMC with a history of self-harm by cutting, having experienced suicidal thoughts and urges for the last few years. They had taken an overdose on one occasion in the past but had never been able to identify a clear trigger for why they felt the way they did.

The young person's parents were divorced and they lived with their father but still in regular contact their Mother. However, they had a complicated relationship with their Mum who they believed would try to be more like a friend than a parent to them.

Work Undertaken

The Initial goals of the client was to feel happier and to understand their emotional struggles. A person-centred approach was used, alongside creative activities to add to their own tool kit for coping skills and a focus on understanding healthy relationship helped them realise how they often isolated themselves from others.

Across their sessions the young person experienced an improvement in their self-awareness, and of the triggers, of their low mood. They were able to recognise how past trauma and Mum's own mental health difficulties had impacted on their mood. Over their time seeing us, their self-esteem increased, along with their ability to recognise their emotions and knowledge and confidence to implement coping strategies and asking for help when needed.

Outcomes

The counselling sessions had enabled them to cope with their emotions and gave them a clearer understanding of their struggles with relationships/friendships and past traumas, improved their self-awareness and self-esteem, allowing them to put themselves and their own happiness first.

No onward referral was needed. A self-harm kit was issued, alongside a mood book, client was made aware of being able to self-refer in the future, if necessary, and the wellbeing drop-ins.

The Time2Talk Team



Sylvia at the Northampton College Freshers Fare and Julie representing Time2Talk at Daventry Pride



Ashley in the Time2Talk office and Andy alarmed by Mary Queen of Scots at the REACH Strategy Day



Artwork made by our 'Out There' group for Daventry pride and our main office in Daventry



the Chantry in Towcester (above left) and a walk can do wonders for your mental health, we encourage you to make the most of our rural area.

Charity Registration Number: 802472

**DAVENTRY INFORMATION AND COUNSELLING SERVICE
(TIME2TALK)
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

CONTENTS

	Page
Legal and administrative details	1
Trustees' report	2
Independent Examiners report	8
Statement of Financial Activities	9
Balance Sheet	10
Notes to the Financial Statements	11

TIME2TALK

YEAR ENDED 31 MARCH 2025

LEGAL AND ADMINISTRATIVE DETAILS

Charity registration number: 802472

Principal address: The Abbey
Market Square
Daventry
Northamptonshire
NN11 4XG

Trustees: Dr Susan Davies - Chairperson
Suzy Dion
Julie Luvaglio

Honorary Treasurer: Gordon Barker

Bankers: HSBC
15 Church Street
Rugby
Warwickshire
CV21 3PN

Independent Examiners: Shaw Gibbs Limited
Eagle House
28 Billing Road
Northampton
NN1 5AJ

TIME2TALK

YEAR ENDED 31 MARCH 2025

REPORT OF THE TRUSTEES

The Trustees present their report together with financial statements for the year ended 31 March 2025.

Structure, governance and management

Time2Talk is governed by a constitution adopted in 1989, amended in November 1999, September 2006 and in November 2011. The organisation was registered as a charity on 8 January 1990.

Trustees

Trustees are sought on the basis of their experience and skills in the counselling and youth work field, or for other skills as the existing trustees may from time to time determine would be of value to the charity. Election of trustees takes place at the AGM at which all members are entitled to vote. Trustees may co-opt to the Board in the case of vacancy or need between AGMs.

Trustees are given a full induction and encouraged to undertake further training during their time in office. The present membership of the Board is set out on page 1.

Objectives and activities

The objects of the charity as stated in the constitution are “to assist in the promotion of the physical and moral welfare of young people in Daventry and District and to facilitate their education so that they grow to full maturity as responsible citizens and their quality of life may be improved”.

In directing the activities undertaken by the charity the trustees have had regard to the Charity Commission’s guidance on public benefit.

The trustees consider that the charity’s activities meet the public benefit test as the focus of the charity’s work is on adolescent health and wellbeing.

Reserves Policy

Time2Talk are conscious of the need to establish a realistic level of reserves at the time when it is opening multiple and complex projects, and during a period of financial uncertainty for the Voluntary Youth Sector in Northamptonshire.

The Trustees of the Charity have decided that our Reserves Policy takes into account the following areas:

- Salaries for the equivalent of three full-time well established staff; this we estimate to be three months salary plus statutory redundancy payments for qualifying staff.

Levels of Reserves

In order for the Charity to maintain its commitments should the above situations arise, the Trustees have determined to aim at maintaining reserves of:

Redundancies £41,000

Rents £4,000

The reserves figures will be reviewed annually at the meeting prior to the end of the financial year, and will be presented in the Annual Report with the accounts. Unrestricted reserves held at the year end are £126,325 which is in line with the above policy and restricted reserves held at the year end are £2,150.

TIME2TALK**YEAR ENDED 31 MARCH 2025****REPORT OF THE TRUSTEES**

Financial Review

Included in the balance sheet at 31 March 2025 is total reserves carried forwards of £128,475, which are includes both unrestricted and restricted funds. The unrestricted reserves of £126,325 includes redundancy and rent commitments of £45,000 in the event of closure leaving £81,325 to be used on overspends.

Restricted reserves held at the year end of £2,150, are restricted to be spent on the LGBTQ Out There Group.

STATEMENT OF TRUSTEES RESPONSIBILITIES

The trustees are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England and Wales, the Charities Act 2011, Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charity for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by order of the board of trustees on 16th October 2025 and signed on its behalf by:



Dr Susan Davies

TIME2TALK

YEAR ENDED 31 MARCH 2025

REPORT OF THE TRUSTEES

ACHIEVEMENTS AND PERFORMANCE

CHAIRPERSON'S REPORT

I am pleased to report that Time2Talk has had another successful year providing services for the young people in Daventry and surrounding South Northants. Andy's comprehensive COO report outlines the exact details, and I will provide an over-arching review of the highlights in my report.

As always, T2T faces many uncertainties – both financial and within the health of the team providing the services. Furthermore, there has been a growth in demand with an increase in the complexity of the issues requiring help.

The T2T team is a small, tightly knit unit – 3 members of staff working out of a compact office space in the Abbey Building and managing services provided by themselves and the 6 self-employed counsellors working with T2T. With these limited resources they provide services across a rural area covering almost half the county. Face to face provision occurs in Daventry and Towcester and a vital remote service provides wider cover. Rurality remains a key factor in the difficulties faced providing services and impacts hugely on the costs encountered by T2T.

I think the main task of the Chairperson's Report is to recognise and thank the team for all their dedication and hard work. Firstly, Andy, our COO. I must extend huge thanks to Andy as he continues to work hard, dedicating time and energy to continuing to provide a high-quality counselling service as well as managing the other activities he has outlined in his own report. It is no small feat to accomplish this with the level of resources T2T receives and the impact of the costs of rurality and office rental. He continues to spend a lot of his time seeking alternative funding and grants.

I must also thank Ash, a data genius with national recognition, who works hard for T2T and in supporting the wider REACH partnership. Sylvia, who has worked tirelessly with T2T for many years to provide high quality counselling and support for our young people both here in Daventry and in Towcester. Our group of self-employed counsellors; Julie, Eve, Sarah, Prem, and Lynsey and volunteer counsellor Corrinne. A special mention here for Julie – who is not only a counsellor but also volunteers as a Trustee and quietly provides T2T with a huge amount of support – thank you.

A big thank you to Gordon for his continued patience, professionalism and dedication in working on our accounts and providing such excellent reports and to Shaw Gibbs accountants for providing the independent examining of these accounts.

Finally, my thanks to my fellow trustees – Suzy and Julie. They have remained dedicated to their roles despite many difficulties, and I want to thank them for the flexibility and support they have demonstrated in keeping this small band of trustees operating. Trustees are seemingly becoming a rare breed and if anyone reading this can spare some time to join our team, please do contact one of us, or Andy. Thank you.

Dr Susan Davies
Chair

TIME2TALK**YEAR ENDED 31 MARCH 2025****REPORT OF THE TRUSTEES**

ACHIEVEMENTS AND PERFORMANCE**CHIEF OPERATING OFFICERS ANNUAL REPORT****Introduction**

We delivered a brilliant service across our patch again during this period, enabling hundreds of young people to improve their mental health and well-being. We also faced another challenging year of uncertainties, and a growing demand on our services. The area we cover is vast with almost half the county falling into our area of operation. Rurality and rural issues play a big part in the challenges our service users can face when it comes to accessing services. Lack of public transport and in some cases poor internet access along with working parents in rural locations with limited access to personal transport are also factors. We maintain a service twice weekly in Towcester to help with this and also a remote counselling offer which is popular with many young people who live in remoter locations. Being a small team can also be a challenge despite how hard we all work. For example, one of our team was recovering from cancer but our service user caseload grows and continues to present ever more complex issues for our dedicated team.

We can't thank our small team enough for staying with it, rising to the challenge and delivering great services for the young people we are here to support. Sylvia continues to support young people in Daventry and Towcester. We are in Towcester two days and one evening each week. Sylvia covers our Towcester service and on Mondays our volunteer counsellor Corrinne and sessional counsellor Lyndsey (both cover Daventry as well) ensure even more sessions can be covered. Sessional counsellors Eve and Sarah who also support Daventry service delivery, support our rural Towcester service on Weds and I am there helping to cover the Weds evening drop-in.

Prem our remote counsellor based in Brackley has a steady stream of clients for whom a remote service is preferable. This enable's young people in remoter rural locations and who would otherwise struggle to access emotional wellbeing support, to engage in the service. A stalwart of Time2Talk, Julie who brings a wealth of experience working for CAHMS in the past covers many sessional slots each week in Daventry. Thanks to them all. Thanks also to Ash our superb data and information officer. We are required to submit regular data reports into the REACH partnership and also into NHS England. It's a complicated process that requires meticulous attention to detail and Time2Talk's MHSDS data is always top in the entire country for quality! That's no mean feat.

Alongside this Ash provides admin support for our counsellors helping to ensure referrals are allocated quickly. Our counsellors are required to do their own admin which involves maintaining data sets and core scores along with booking in client's but we help out with that of course and I am always available for any and all safeguarding concerns or queries.

We have to thanks Jane who has been ably providing clinical supervision for our counselling team for many years. Clinical supervision is a vital part of the therapeutic support offer. All counsellors working with us must and do have this at least once each month, more if needed and we really appreciate the experience and professionalism she brings to the table. Time2Talk remain organisational members of BACP.

Last but by no means least our brilliant trustees who are small in number but remain dedicated to Time2Talk. Dr Susan Davies, Suzy Dion and Julie Luvaglio, thank you for staying with us. As volunteers it's a big ask and one you take on without complaint. Our volunteer treasurer Gordon continues to provide exceptional services to Time2Talk, preparing our accounts for examination, keeping our books in order and maintaining payroll, and invoice payments including PAYE and pensions. All this is done free of charge. Thank you. I meet with Gordon at least weekly and Gordon provides regular finance reports for the trustees to ensure they are fully informed when it comes to finances.

YEAR ENDED 31 MARCH 2025

REPORT OF THE TRUSTEES

CHIEF OPERATING OFFICERS ANNUAL REPORT (continued)

The REACH collaboration

Time2Talk remain a key player in the REACH collaboration. A network of like-minded agencies delivering services for young people across Northamptonshire. As a group of agencies, we have known each other for many years, we came together more formally though as a result of commissioning pressures with the ICB, Public Health and the local authority wanting a single point of commissioning rather than to commission 5 different agencies. REACH has been formally established, Youth Works in Kettering remain 'lead provider' however we retain our contract with the NHS for the core counselling work. The Lowdown in Northampton hold the funds for emotional well being drop-in's and rapid response and LGBTQ plus groups. Service 6, based in Wellingborough retain the funds for tier 2.5 counselling. We invoice those agencies directly for our share of the funds for delivering that work.

Drop-in and LGBTQ groups are paid for per session delivered, counselling services are worked out at a unit cost per head. This can be something we struggle with. We cover a vast largely rural area with a much smaller share of the resources that go into other REACH agencies. We will be working on reviewing this moving forward. The REACH agencies meet monthly and we all meet with the ICB, public health and local authority commissioners for a quarterly contract review where each individual element is monitored.

Services

Core tier 2 counselling

We are directly commissioned by the NHS via the integrated care board to deliver core counselling across Daventry District and South Northants. This is non-urgent, non-emergency and we accept referrals from professionals, such as schools, GP's, CAMHS etc along with self-referrals. A course of therapy generally last for 6-8 sessions with an absolute maximum of 12 in very exceptional circumstances.

Tier 2.5 counselling

This is similar to the above however this works with young people with more complex needs. Service 6 hold the NHS contract for this on behalf of REACH and we invoice monthly.

Rapid response

This is a specific dedicated service that offers fast access to counselling. The criteria involve a young person having presented at A&E following concerns raised for a self-harm incident such as taking an overdose. The clinical team at hospital will then determine whether the young person needs an urgent intervention or admission, and if not, they may be referred to us for counselling.

Once we receive the referral in these cases, we must do our best to connect with them within 2 working days with the offer of an appointment within 5 working days. The Lowdown hold the funds for this on behalf of REACH and we invoice them monthly.

Emotional wellbeing drop-ins

Time2Talk deliver 2 each week. One in Daventry each Saturday between 12.00-4.00pm and one in Towcester each Weds 4.00-8.00pm.

Our Daventry service is for those aged 8 (with a parent or carer) and up to 25 and in Towcester it's 8 (with a parent or carer) and up to 18. This is non-crisis; non-emergency and no appointment is needed. The platform of delivery is usually face to face however remote sessions can be available. This is funded again via the NHS with Lowdown holding the funds on behalf of REACH, we invoice the Lowdown monthly for sessions delivered.

YEAR ENDED 31 MARCH 2025

REPORT OF THE TRUSTEES

CHIEF OPERATING OFFICERS ANNUAL REPORT (continued)

LGBTQ+ Young People's Group

Time 2Talk took over the running of this group in May 2024 and rapidly increased the numbers accessing it. This provides a safe dedicated space for young people aged 13-18 who identify as LGBTQ+ to meet and engage in a structured programme of activities each Thursday during term time from 6.30pm-8.00pm. It is staffed by two trained Time2Talk people on a rota basis who facilitate discussions and activities that the young people are interested in including art and quizzes and subjects that the young people themselves may be concerned about. This is not a counselling-based support group.

It's important to stress that all those working for Time2Talk in whatever capacity must undertake mandatory safeguarding training every 2 years and be enhanced DBS checked.

Extra service offers

We can provide pregnancy testing, condoms and the joint chlamydia/gonorrhoea test for those aged 15-24. We are also agents for the Daventry foodbank service and can provide or obtain information on a variety of subjects for parents or carers upon request.

Social Media

We recently launched a new website that is more intuitive and easier to use. It now also contains a self-referral form with a confidential secure email address to return it to us. It is also mobile phone friendly. As with all new technology there's bound to be the odd thing that needs updating almost immediately something goes live but do visit us at www.time2talk.org.uk In addition our Time2Talk Facebook page is where we post and promote services and anything well-being related that may be of interest to our service users and their families.

Finally

We'd like to say a big thank you to all our funders but a huge thank you to Daventry Conservative club members who embarked on a year's worth of fundraising activities on behalf of Time2Talk. We were so grateful to receive a donation of almost £4,500.00 as a contribution towards our work. In addition, the Daventry Rotary club members donated £500.00 along with a donation of £1,000.00 from the W and M Morris charitable trust.

Nothing in this job is ever really 9.00-5.00. It's a privilege to do the work we do and knowing the impact our work can have on improving the lives of young people and their families is just brilliant! Thanks to everyone who was able to make it to our AGM today, we all really appreciate it.

Andrew Nixon BA (Hons) MBE
Chief Operating Officer

TIME2TALK**INDEPENDENT EXAMINERS REPORT****FOR THE YEAR ENDED 31 MARCH 2025**

I report on the accounts of the Charity for the year ended 31 March 2025 which are set out on the attached pages 9 to 17.

Responsibilities and basis of report

As the charity trustees of the Trust you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the Trust's accounts carried out under section 145 of the Act and in carrying out my examination I have followed all applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

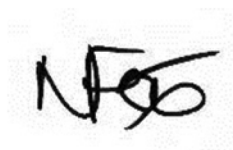
I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination.

I confirm that there are no other matters to which your attention should be drawn to enable a proper understanding of the accounts to be reached.

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our independent examination work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an independent examiner's 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 charity and the charity's trustees as a body, for our independent examination work, for this report, or for the opinions we have formed.



Nicola Fox FCA
Shaw Gibbs Limited
Eagle House
28 Billing Road
Northampton
NN1 5AJ

Date: 20 October 2025

TIME2TALK

STATEMENT OF FINANCIAL ACTIVITIES

FOR THE YEAR ENDED 31 MARCH 2025

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2024 £	Total 2023 £
Incoming resources					
Incoming resources from generated funds					
Voluntary income					
Grants	2	205,109	5,530	210,639	172,605
Donations & Gift Aid		6,084	-	6,084	1,146
Legacies		-	-	-	-
Investment income		1,586	-	1,586	1,764
Other incoming resources					
Costs reimbursed		-	-	-	500
Employment allowance		5,000	-	5,000	5,000
Total incoming resources		<u>217,779</u>	<u>5,530</u>	<u>223,309</u>	<u>181,015</u>
Resources expended					
Charitable activities					
Salaries, NIC and pension	3	115,661	1,660	117,321	112,386
Travel costs – staff		4,695	-	4,695	3,358
Travel costs – volunteers		468	-	468	115
Office accommodation		16,360	700	17,060	16,642
Telephone and postage		666	-	666	767
Stationery and photocopying		384	-	384	733
Fees, courses and subscriptions		38,587	1,020	39,607	42,796
Advertising		685	-	685	507
IT costs		1,791	-	1,791	1,189
Insurances		1,490	-	1,490	1,435
Sundry office costs		858	-	858	371
Independent Examiner's fee	5	1,074	-	1,074	1,160
REACH funds reallocation	6	12,083	-	12,083	54,819
Total resources expended		<u>194,802</u>	<u>3,380</u>	<u>198,182</u>	<u>236,728</u>
Net income / expenditure		22,977	2,150	25,127	(55,713)
Transfers between funds		-	-	-	-
Net movement in funds		<u>22,977</u>	<u>2,150</u>	<u>25,127</u>	<u>(55,713)</u>
Total funds brought forward		<u>103,348</u>	-	<u>103,348</u>	<u>159,061</u>
Total funds carried forward		<u>126,325</u>	<u>2,150</u>	<u>128,475</u>	<u>103,348</u>

TIME2TALK

BALANCE SHEET AT 31 MARCH 2025

	Note	Unrestricted Funds £	Restricted Funds £	Total 2025 £	Total 2024 £
Current assets					
Cash at bank and on deposit		127,191	2,150	129,341	106,138
Cash in hand		-	-	-	-
Prepayments & accrued income		3,528	-	3,528	769
		<u>130,719</u>	<u>2,150</u>	<u>132,869</u>	<u>106,907</u>
Creditors amounts falling due within one year					
Accruals		1,873	-	1,873	1,020
Social security		2,521	-	2,521	2,539
		<u>4,394</u>	<u>-</u>	<u>4,394</u>	<u>3,559</u>
Net current assets		<u>126,325</u>	<u>2,150</u>	<u>128,475</u>	<u>103,348</u>
Net assets		<u>126,325</u>	<u>2,150</u>	<u>128,475</u>	<u>103,348</u>
Funds of the charity					
Unrestricted funds	8	126,325		126,325	103,348
Restricted funds		-	2,150	2,150	-
		<u>126,325</u>	<u>2,150</u>	<u>128,475</u>	<u>103,348</u>

These accounts were approved on 16th October 2025 by the Management Committee and signed on its behalf.



Dr Susan Davies
Chairperson

TIME2TALK**NOTES TO THE FINANCIAL STATEMENTS****FOR THE YEAR ENDED 31 MARCH 2025****1. Accounting Policies****Basis of accounting**

The financial statements of the charity, 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 Charities Act 2011. The financial statements have been prepared under the historical cost convention.

The charity is an unincorporated charity registered in England and Wales. Its charity number and registered office are listed on page 1.

The presentational currency of the financial statements is the Pound Sterling (£).

Incoming Resources**Recognition of Incoming Resources**

These are included in the Statement of Financial Activities (SOFA) when:

- the Charity becomes entitled to the resources;
- the Trustees are virtually certain they will receive the resources; and
- the monetary value can be measured with sufficient reliability.

Grants and Donations

Grants and donations are only included in the SOFA when the charity has unconditional entitlement to the resources.

Volunteer Help

The value of any voluntary help received is not included in the accounts but is described in the trustees' annual report.

Investment Income

This is included in the accounts when receivable.

Income is recognised as received or when receipt is certain.

Expenditure and Liabilities**Liability Recognition**

Liabilities are recognised as soon as there is a legal or constructive obligation committing the Charity to pay out resources

TIME2TALK

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

1. Accounting Policies (continued)

Governance Costs

Includes costs of the preparation and examination of statutory accounts, the cost of trustee meetings and cost of any legal advice to trustees in governance or constitutional matters.

Tangible Fixed assets for use by Charity

These are capitalised if they can be used for more than one year, and cost at least £500. They are valued at cost or if gifted, at the value to the charity on receipt. Depreciation is provided at the following rates to write off all tangible fixed assets over their expected useful lives:

Office equipment	25% on cost
------------------	-------------

Depreciation methods, useful lives and residual values are reviewed at each balance sheet date. The selection of these residual values and estimated lives requires the exercise of judgement. The directors are required to assess whether there is an indication of impairment to the carrying value of assets. In making that assessment, judgements are made in estimating value in use. The directors consider that the individual carrying values of assets are supportable by their value in use

Financial instruments

Cash and cash equivalents in the balance sheet comprise cash at banks and in hand and short term deposits with an original maturity date of three months or less.

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in the statement of financial activities.

Going Concern

The Trustees have considered a period of 12 months from the date of approval of these financial statements and have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus, they continue to adopt the going concern basis of accounting in preparing the financial statements.

Fund accounting

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

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.

TIME2TALK

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

2. Grants

	2025	2024
NHS Northamptonshire (PCT)	96,909	63,909
Rapid Response NHS	13,149	16,344
Emotional Wellbeing Café's (via Lowdown)	46,064	43,365
Digital Development (via Youthworks)	6,650	6,650
Tier 2.5 (Via service six)	42,337	42,337
LGBTQ+ (via Lowdown)	5,530	-
	210,639	172,605

3. Staff costs and trustees remuneration

	Total 2025 £	Total 2024 £
Gross wages	104,494	100,551
Social security costs	10,654	10,111
Pension	2,173	2,174
	117,321	112,836

No employee received remuneration amounting to more than £60,000 in either year.

One trustee received £12,182 (2024: £10,437) for counselling services provided.

Key management personnel remuneration totalled £53,816 (2024: £52,014) for the year.

4. Average number of employees

	2025 Number	2024 Number
Care	2	2
Management and administration	1	1
	3	3

TIME2TALK

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

5. Independent Examiners remuneration

	Total 2025	Total 2024
Independent examiners fees for examination	1,074	1,160
	<u>1,074</u>	<u>1,160</u>

6. REACH Funds Reallocation

	2025 £	2024 £
Funds Reallocated	12,083	54,819
	<u>12,083</u>	<u>54,819</u>

The total funds reallocated to REACH institutions during the year was as follows:

	2025 £	2024 £
The Lowdown	2,383	34,911
Service 6	-	1,000
Youthworks	9,700	18,828
	<u>12,083</u>	<u>54,819</u>

TIME2TALK

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

7. Comparatives for the statement of financial activities

	Unrestricted Funds £	Restricted Funds £	Total 2024 £
Incoming resources			
Incoming resources from generated funds			
Voluntary income			
Grants	172,605	-	172,605
Donations and Gift Aid	1,146	-	1,146
Legacies	-	-	-
Investment Income	1,764	-	1,764
Other incoming resources			
Costs reimbursed	500	-	500
Employment allowance	5,000	-	5,000
Total incoming resources	<u>181,015</u>	<u>-</u>	<u>181,015</u>
Resources expended			
Charitable activities			
Salaries, NIC and pension	112,836	-	112,836
Travel costs – staff	3,358	-	3,358
Travel costs – volunteers	115	-	115
Sexual health and education	-	-	-
Office accommodation	16,642	-	16,642
Telephone and postage	767	-	767
Stationery and photocopying	733	-	733
Fees, courses and subscriptions	42,796	-	42,796
Advertising	507	-	507
IT costs	1,189	-	1,189
Insurances	1,435	-	1,435
Sundry office costs	371	-	371
Independent Examiner's fee	1,160	-	1,160
Grants Payable	54,819	-	54,819
Total resources expended	<u>236,728</u>	<u>-</u>	<u>236,728</u>
Net income / expenditure	(55,713)	-	(55,713)
Gross transfers between funds	-	-	-
Net movement in funds	<u>(55,713)</u>	<u>-</u>	<u>(55,713)</u>
Total funds brought forward	<u>159,061</u>	<u>-</u>	<u>159,061</u>
Total funds carried forward	<u>103,348</u>	<u>-</u>	<u>103,348</u>

Unrestricted funds consisted of only the general fund for the year.

TIME2TALK

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

8. Unrestricted funds

	Opening balance £	Income £	Outgoings £	Transfers £	Closing balance £
General funds	103,348	217,779	(194,802)	-	126,325
	=====	=====	=====	=====	=====

Comparatives for Unrestricted funds movements

	Opening balance £	Income £	Outgoings £	Transfers £	Closing balance £
General funds	159,061	181,015	(236,728)	-	103,348
	=====	=====	=====	=====	=====

The unrestricted reserves of £126,325 includes redundancy and rent commitments of £45,000 in the event of closure leaving £81,325 to be used on overspends.

9. Restricted funds movements

	Opening balance £	Income £	Outgoings £	Transfers £	Closing balance £
LGBTQ Project (via Lowdown)	-	5,530	3,380	-	2,150
	=====	=====	=====	=====	=====
	-	5,530	3,380	-	2,150
	=====	=====	=====	=====	=====

Comparatives for restricted funds movements

	Opening balance £	Income £	Outgoings £	Transfers £	Closing balance £
LGBTQ Project (via Lowdown)	-	-	-	-	-
	=====	=====	=====	=====	=====
	-	-	-	-	-
	=====	=====	=====	=====	=====

Restricted funds represent grants and other income which are identified to be used for specific projects or purposes. Restricted fund balances are represented by cash and bank balances.

The Lowdown LGBTQ grant is to be used for the running of the LGBTQ Out There Group for members of the LGBTQ community.

TIME2TALK**NOTES TO THE FINANCIAL STATEMENTS****FOR THE YEAR ENDED 31 MARCH 2025****9. Leasing agreements**

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2025	2024
	£	£
Within one year	7,650	7,100
Between 1-5 years	15,300	-
	-----	-----
	22,950	7,100
	=====	=====

10. Transactions with Related Parties

There have been no transactions, other than those disclosed within note 3, with related parties during the year ended 31 March 2025 nor the year ended 31 March 2024.

11. Ultimate Controlling Party

The charity is under the control of its trustees, as listed on Page 1.

Time2Talk

The Abbey

Market Square

Daventry

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Registered Charity No. 802472

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Accounts

Charity Registration Number: 802472

**DAVENTRY INFORMATION AND COUNSELLING SERVICE
(TIME2TALK)
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

TIME2TALK

FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

CONTENTS

	Page
Legal and administrative details	1
Trustees' report	2
Independent Examiners report	9
Statement of Financial Activities	10
Balance Sheet	11
Notes to the Financial Statements	12

TIME2TALK

YEAR ENDED 31 MARCH 2024

LEGAL AND ADMINISTRATIVE DETAILS

Charity registration number: 802472

Principal address: The Abbey
Market Square
Daventry
Northamptonshire
NN11 4XG

Trustees: Dr Susan Davies
Suzy Dion - Chairperson
Julie Luvaglio

Honorary Treasurer: Gordon Barker

Bankers: HSBC
29 Bowen Square
Daventry
Northamptonshire
NN11 4ER

Independent Examiners: Shaw Gibbs Limited
Eagle House
28 Billing Road
Northampton
NN1 5AJ

TIME2TALK**YEAR ENDED 31 MARCH 2024****REPORT OF THE TRUSTEES**

The Trustees present their report together with financial statements for the year ended 31 March 2024.

Structure, governance and management

Time2Talk is governed by a constitution adopted in 1989, amended in November 1999, September 2006 and in November 2011. The organisation was registered as a charity on 8 January 1990.

Trustees

Trustees are sought on the basis of their experience and skills in the counselling and youth work field, or for other skills as the existing trustees may from time to time determine would be of value to the charity. Election of trustees takes place at the AGM at which all members are entitled to vote. Trustees may co-opt to the Board in the case of vacancy or need between AGMs.

Trustees are given a full induction and encouraged to undertake further training during their time in office. The present membership of the Board is set out on page 1.

Objectives and activities

The objects of the charity as stated in the constitution are “to assist in the promotion of the physical and moral welfare of young people in Daventry and District and to facilitate their education so that they grow to full maturity as responsible citizens and their quality of life may be improved”.

In directing the activities undertaken by the charity the trustees have had regard to the Charity Commission’s guidance on public benefit.

The trustees consider that the charity’s activities meet the public benefit test as the focus of the charity’s work is on adolescent health and wellbeing.

Reserves Policy

Time2Talk are conscious of the need to establish a realistic level of reserves at the time when it is opening multiple and complex projects, and during a period of financial uncertainty for the Voluntary Youth Sector in Northamptonshire.

The Trustees of the Charity have decided that our Reserves Policy takes into account the following areas:

- Salaries for the equivalent of three full-time well established staff; this we estimate to be three months salary plus statutory redundancy payments for qualifying staff.

Levels of Reserves

In order for the Charity to maintain its commitments should the above situations arise, the Trustees have determined to aim at maintaining reserves of:

Redundancies £37,000
Rents £4,000

The reserves figures will be reviewed annually at the meeting prior to the end of the financial year, and will be presented in the Annual Report with the accounts. Unrestricted reserves held at the year end are £103,348 which is in line with the above policy.

TIME2TALK

YEAR ENDED 31 MARCH 2024

REPORT OF THE TRUSTEES

Financial Review

Included in the balance sheet at 31 March 2024 is total reserves carried forwards of £103,348, which are entirely unrestricted. The reserves of £103,348 includes redundancy and rent commitments of £41,000 in the event of closure leaving £62,348 to be used on overspends.

STATEMENT OF TRUSTEES RESPONSIBILITIES

The trustees are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England and Wales, the Charities Act 2011, Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charity for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by order of the board of trustees on 6th September 2024 and signed on its behalf by:



Suzy Dion

TIME2TALK**YEAR ENDED 31 MARCH 2024****REPORT OF THE TRUSTEES**

ACHIEVEMENTS AND PERFORMANCE**CHAIRPERSON'S REPORT**

I cannot believe another year has flown past. I am pleased to report Time2Talk, come rain or shine (more rain I must admit this year), delivers for the young people of Daventry and South Northants.

As detailed in Andy's report, here in Daventry and South Northants, we cover a wide geographical area which has challenges for both our young people and us. Time2Talk prides itself on ensuring that we offer a mixture of in-person, telephone, and virtual support to ensure we deliver for our young people.

Time2Talk is one of the smallest of the five agencies and works alongside the other youth counselling agencies across Northamptonshire, under the umbrella of the REACH partnership. REACH has now finally become a legal entity. Time2Talk, as with the other youth counselling agencies, retains our independent status. REACH allows us to work collaboratively with the other youth counselling agencies, ensuring high standards across our vast county.

The commissioning landscape is changing and, over the coming year with the establishment of the separate West and North Northamptonshire Unitary Authorities, Time2Talk and the other youth counselling agencies funding will change and evolve. As always, our small team are ready to rise to the challenge and most importantly will champion our young people and the issues and concerns that matter to them.

Time2Talk are immensely proud of the high-quality counselling and interventions offered by our small team of counsellors, staff, and volunteers. I'd like to mention all of them by name, Sylvia, Sarah, Helen, Julie, Eve and Prem, also our newbies, Corrine and Lyndsey. I want to thank them all for their hard work and dedication over the last year. I also want to give a special thank you to Ash, as Andy says in his report, we complete data returns to the NHS and Time2Talk is consistently at the top of the reporting league table and this is because of Ash's dedication and diligence to this task.

Finally, I especially wish to thank our wonderful Chief Operating Officer, Andy, who over the past year has worked hard in an ever-changing world. Over the coming year there are bound to be many further changes and Andy always brings us back to why we are here, to support the young people of Daventry and South Northants.

Time2Talk now offers a wide range of services with the core counselling at its heart. Rapid Response, Tier 2.5 and Wellbeing drop-in support cafes have gone from strength to strength and will continue to do so. Each service provides a slightly different offer, giving young people that all important choice and control.

In all our reports over the years, we mention the challenge of our accommodation costs. These still remain high and are a burden on our resources. Each year we look creatively at our accommodation and space but to no avail. If anyone does have any ideas or available space, then please do get in touch.

TIME2TALK

YEAR ENDED 31 MARCH 2024

REPORT OF THE TRUSTEES

CHAIRPERSON'S REPORT (continued)

I must also thank Gordon who continues his methodical analysis and organisation of the accounts and Shaw Gibbs Limited (formerly DNG) who continue to provide excellent examination of these accounts. Finally, my thanks also to my fellow trustees, Sue and Julie, who have continued to support T2T despite their own difficulties.

My final paragraph is a personal ask, Time2Talk is looking for more trustees. I have been a trustee with Time2Talk since 2012, it has enlightened my life, there is a time commitment, but the rewards are great. Time2Talk is like an extended family, friendships have been made, a friendly ear is always available and most of all, you are making a difference. Please get in touch if you want an informal chat.

Suzy Dion
Chair

TIME2TALK**YEAR ENDED 31 MARCH 2024****REPORT OF THE TRUSTEES**

ACHIEVEMENTS AND PERFORMANCE**CHIEF OPERATING OFFICERS ANNUAL REPORT****Introduction**

Another year has barrelled along at an alarming rate and it's been a typically pressured one. We have to thank our small team of staff, volunteers, trustees and self-employed sessional counsellors for all they do in oiling the wheels and maintaining as an efficient and as safe a service as possible. Ash continues to develop the data and information side of things and the requirement we have to report into various NHS systems as well as REACH systems is so important. We, along with thousands of organisations across the UK are required to report into the NHS digital MHSDS portal and Time2Talk are consistently at the very top of a very long list in terms of the quality of data we submit, this is due in no small part to Ash and his skills in this specialist area. This is no small feat and a great achievement! Good quality evidence-based data helps to ensure funds continue to come in. Ash remains an integral member of the wider REACH data group that meets regularly to review, develop and implement often last-minute requests or changes laid on us by the commissioners.

The team

Sylvia continues to do a sterling job delivering services to the large numbers of young people she works with in Daventry and in Towcester and Sarah, Helen, Julie, Eve and Prem continue to deliver counselling sessions for us that help us meet our targets as well as more importantly improving the emotional wellbeing of those they work with. They are all valuable members of the bank of self-employed counsellors we have on board. The skills they bring into play are vital when the nature of the issues we see continues to get ever more complex. We welcome Corrine to the volunteer team and she has begun working with clients in Towcester and Lyndsey joins the self-employed counsellor team and is now helping us cover Friday morning sessions.

Our volunteer treasurer Gordon has been with us now for many years and his work on the book keeping, PAYE, payroll, pensions and everything else continues to be invaluable to us. Our chair Suzy continues to give us the benefit of her NHS expertise along with Sue, a practicing GP and health specialist whose insight is invaluable. Together with Julie a highly experienced mental health practitioner and another long-term friend of Time2Talk they ensure the oversight we need as a charity, we couldn't do any of the work we do without them.

We are though in need of new trustees. Being a charity trustee isn't something to be taken on lightly. It does require some dedication and commitment so please do get in touch especially if you have skills in fundraising, legal, or finance we'd love to hear from you. It can be very rewarding work knowing that you can really make a difference.

REACH

Time2Talk have been active and hard-working members of the Northamptonshire REACH collaborative for some years now. REACH comprises Time2Talk, Youthworks in Kettering, (the current lead agency) Service 6 in Wellingborough, Chat in Oundle and the Lowdown in Northampton. REACH has now finally become a legal entity in its own right. All of us though retain our independent status but REACH as a legal entity can now act as a single point for bidding for future contracts, allocating funds, helping to drive quality standards and a range of things to help improve the life of young people across this vast rural county. In terms of the landscape of Northamptonshire, we learn that it's all change yet again. Following the establishment of a unitary authority and loss of local councils, including our own Daventry District Council a few years ago, things had settled down. West Northants council and North Northants councils were working in partnership across a range of service delivery.

YEAR ENDED 31 MARCH 2024

REPORT OF THE TRUSTEES

CHIEF OPERATING OFFICERS ANNUAL REPORT (continued)

Earlier this year it was announced that they (East and West Northants councils) were desegregating, the consequences of which are yet to be fully understood. Many services are officially decommissioned at the end of 2024-25 financial year including REACH services and at the time of writing we are fully engaged in ongoing meetings and workshops to be ready for what comes next. Services are likely to be recommissioned in 2025 but in what form we don't yet know. It's a very unsettling time. We have assurances from commissioners that they are working hard to ensure adolescent mental health services are still a top priority but at the time of writing, how those services will look remains unclear. All of the REACH partnership agencies are engaged in the process though and we remain optimistic.

Services**Core counselling service.**

Counselling services are split into different levels. Tier 2 for general therapeutic support, tier 2.5 for those with more complex needs and rapid response. Rapid response is a service for young people who have presented at A&E following an episode of self-harm. They are triaged at hospital and if not in need of an immediate clinical intervention they will be referred to us for urgent counselling support that is offered within 5 days of receiving the referral.

We receive a funding directly from the NHS/Public Health for the tier 2 work, via invoice whilst tier 2.5 funds are held by Service 6 and are allocated to us via an invoice process when the funds are available to them. Rapid response funds are held by the Lowdown and a similar invoicing arrangement is in place. All funding though is NHS/public health funding and REACH as a collaborative have agreed to work in this way in consultation and agreement with our funding body. We meet quarterly with them as a group for a full contract review where finances and data and other statistics are gone through with a fine-tooth comb.

We are free to spend the funds as we see fit in order to meet the targets for each project. Each project has a target based on a pre-agreed unit cost per session delivered. Each tier will have a set target. For us, as is the case with partner agencies, we use a combination of contracted staff and sessional self-employed counsellors and in some cases volunteers to deliver the work. Our accounts may show unrestricted funds however those funds are earmarked and this year we were required as part of our contractual arrangements to reallocate funds to partner agencies as detailed in the attached accounts.

All of our counsellors must be at the minimum level to practice and we remain organisational members of BACP. And of course, as we do handle data we ensure our data protection registration certificate is up to date and that we have completed the NHS DTSP digital safety toolkit each year.

We can be slightly disadvantaged here as some agencies have access to students who deliver the counselling sessions for free. We have looked at this model and so far, it hasn't quite worked for us and the trustees are also mindful of maintaining a consistent quality service that we feel is best delivered by experienced and qualified practitioners. We haven't ruled it out though and will continue to consider any student placement requests on their own merits.

Crisis (or emotional) wellbeing café drop-ins.

We continue to offer two of these. One in Daventry on Saturdays between 12.00-4.00pm and another in Towcester on Weds between 4.00 and 8.00pm These are paid per café and the funds are held by Lowdown and we invoice them in arrears. They are designed for young people and their families who just need to talk without having to make an appointment. We find that service users may utilise them while they are waiting for their counselling to start and also when their sessions have ended.

All of our services are free and no charge is made to access any element of what we do. We are always on the lookout for additional funds to help meet the costs of service delivery and we do occasionally receive small donations which are applied to the general running costs of the agency.

YEAR ENDED 31 MARCH 2024

REPORT OF THE TRUSTEES

CHIEF OPERATING OFFICERS ANNUAL REPORT (continued)**Drop-in Services**

We continue to offer low level sexual health service via drop-in. This work isn't specifically funded however we do receive a small payment for each chlamydia screen we do on site and supplies are received for free from the sexual health outreach team. Because our primary focus has to be the commissioned work we don't advertise or promote this too widely. It is mainly a service aimed at existing service users who may request condoms, pregnancy testing or a joint chlamydia and gonorrhoea screen as and when appropriate. That said we do offer a dedicated drop-in service for small numbers during the long summer holidays each Friday between 11.00-1.00pm.

We took the reluctant decision to withdraw our static needle exchange service that we offered for many years. This was partly down to very low numbers accessing it, the close proximity of a pharmacy-based exchange just across the way from us and the massive shift towards commissioned adolescent mental services.

Social Media

We maintain a website that we freely admit needs updating. It still contains relevant information but hopefully we will find someone who is a whizz at these things to help us out with updating and improving it for free or for a very low cost.

We also maintain a Time2Talk Facebook page. This is great for getting information out there and although research suggests Facebook is not widely used by young people, their parents and carers do use it and will hopefully pass on information. We know it has generated contacts for the Towcester drop-in.

Finally

Nothing in this line of work is ever easy or straightforward. It is a real testament to the tenacity of a small group of people, that we carry on delivering the vital services that improve the mental health of the young people we support.

It's so rewarding to see the change that our work can have on young people for the better and we all know it does work. I hope you enjoy reading the individual reports within.

We obviously extend our thanks to all of our funders large and small and include our thanks to those of you who took the trouble to attend our AGM this year, thank you for your interest in what we do.

Andrew Nixon BA (Hons) MBE
Chief Operating Officer

TIME2TALK

INDEPENDENT EXAMINERS REPORT**FOR THE YEAR ENDED 31 MARCH 2024**

I report on the accounts of the Charity for the year ended 31 March 2024 which are set out on the attached pages 10 to 18.

Responsibilities and basis of report

As the charity trustees of the Trust you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the Trust's accounts carried out under section 145 of the Act and in carrying out my examination I have followed all applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

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

1. accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination.

I confirm that there are no other matters to which your attention should be drawn to enable a proper understanding of the accounts to be reached.

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our independent examination work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an independent examiner's 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 charity and the charity's trustees as a body, for our independent examination work, for this report, or for the opinions we have formed.



Nicola Fox FCA
Shaw Gibbs Limited
Eagle House
28 Billing Road
Northampton
NN1 5AJ

Date: 24 September 2024

TIME2TALK

STATEMENT OF FINANCIAL ACTIVITIES

FOR THE YEAR ENDED 31 MARCH 2024

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2024 £	Total 2023 £
Incoming resources					
Incoming resources from generated funds					
Voluntary income					
Grants	2	172,605	-	172,605	164,785
Donations & Gift Aid		1,146	-	1,146	988
Legacies		-	-	-	-
Investment income		1,764	-	1,764	591
Other incoming resources					
Costs reimbursed		500	-	500	-
Employment allowance		5,000	-	5,000	5,000
Total incoming resources		<u>181,015</u>	<u>-</u>	<u>181,015</u>	<u>171,364</u>
Resources expended					
Charitable activities					
Salaries, NIC and pension	3	112,836	-	112,836	106,470
Travel costs – staff		3,358	-	3,358	4,240
Travel costs – volunteers		115	-	115	-
Office accommodation		16,642	-	16,642	14,109
Telephone and postage		767	-	767	663
Stationery and photocopying		733	-	733	577
Fees, courses and subscriptions		42,796	-	42,796	54,052
Advertising		507	-	507	173
IT costs		1,189	-	1,189	1,058
Insurances		1,435	-	1,435	1,277
Sundry office costs		371	-	371	627
Independent Examiner's fee	5	1,160	-	1,160	700
Grants Payable	6	54,819	-	54,819	38,552
Total resources expended		<u>236,728</u>	<u>-</u>	<u>236,728</u>	<u>222,498</u>
Net income / expenditure		(55,713)	-	(55,713)	(51,134)
Transfers between funds		-	-	-	-
Net movement in funds		<u>(55,713)</u>	<u>-</u>	<u>(55,713)</u>	<u>(51,134)</u>
Total funds brought forward		<u>159,061</u>	<u>-</u>	<u>159,061</u>	<u>210,195</u>
Total funds carried forward		<u>103,348</u>	<u>-</u>	<u>103,348</u>	<u>159,061</u>

TIME2TALK

BALANCE SHEET AT 31 MARCH 2024

	Note	Unrestricted Funds £	Restricted Funds £	Total 2024 £	Total 2023 £
Current assets					
Cash at bank and on deposit		106,138	-	106,138	162,492
Cash in hand		-	-	-	-
Prepayments		769	-	769	-
		<u>106,907</u>	<u>-</u>	<u>106,907</u>	<u>162,492</u>
Creditors amounts falling due within one year					
Accruals		1,020	-	1,020	700
Social security		2,539	-	2,539	2,731
		<u>3,559</u>	<u>-</u>	<u>3,559</u>	<u>3,431</u>
Net current assets		<u>103,348</u>	<u>-</u>	<u>103,348</u>	<u>159,061</u>
Net assets		<u>103,348</u>	<u>-</u>	<u>103,348</u>	<u>159,061</u>
Funds of the charity					
Unrestricted funds	8	103,348	-	103,348	159,061
Restricted funds	9	-	-	-	-
		<u>103,348</u>	<u>-</u>	<u>103,348</u>	<u>159,061</u>

These accounts were approved on 6th September 2024 by the Management Committee and signed on its behalf.



Suzy Dion
Chairperson

NOTES TO THE FINANCIAL STATEMENTS**FOR THE YEAR ENDED 31 MARCH 2024**

1. Accounting Policies**Basis of accounting**

The financial statements of the charity, 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 Charities Act 2011. The financial statements have been prepared under the historical cost convention.

The charity is an unincorporated charity registered in England and Wales. Its charity number and registered office are listed on page 1.

The presentational currency of the financial statements is the Pound Sterling (£).

Incoming Resources**Recognition of Incoming Resources**

These are included in the Statement of Financial Activities (SOFA) when:

- the Charity becomes entitled to the resources;
- the Trustees are virtually certain they will receive the resources; and
- the monetary value can be measured with sufficient reliability.

Grants and Donations

Grants and donations are only included in the SOFA when the charity has unconditional entitlement to the resources.

Volunteer Help

The value of any voluntary help received is not included in the accounts but is described in the trustees' annual report.

Investment Income

This is included in the accounts when receivable.

Income is recognised as received or when receipt is certain.

Expenditure and Liabilities**Liability Recognition**

Liabilities are recognised as soon as there is a legal or constructive obligation committing the Charity to pay out resources

NOTES TO THE FINANCIAL STATEMENTS**FOR THE YEAR ENDED 31 MARCH 2024**

1. Accounting Policies (continued)**Governance Costs**

Includes costs of the preparation and examination of statutory accounts, the cost of trustee meetings and cost of any legal advice to trustees in governance or constitutional matters.

Tangible Fixed assets for use by Charity

These are capitalised if they can be used for more than one year, and cost at least £500. They are valued at cost or if gifted, at the value to the charity on receipt. Depreciation is provided at the following rates to write off all tangible fixed assets over their expected useful lives:

Office equipment	25% on cost
------------------	-------------

Depreciation methods, useful lives and residual values are reviewed at each balance sheet date. The selection of these residual values and estimated lives requires the exercise of judgement. The directors are required to assess whether there is an indication of impairment to the carrying value of assets. In making that assessment, judgements are made in estimating value in use. The directors consider that the individual carrying values of assets are supportable by their value in use

Financial instruments

Cash and cash equivalents in the balance sheet comprise cash at banks and in hand and short term deposits with an original maturity date of three months or less.

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in the statement of financial activities.

Going Concern

The Trustees have considered a period of 12 months from the date of approval of these financial statements and have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus, they continue to adopt the going concern basis of accounting in preparing the financial statements.

Fund accounting

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

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.

TIME2TALK

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

2. Grants

	2024	2023
NHS Northamptonshire (PCT)	63,909	95,730
Rapid Response NHS	16,344	16,440
Emotional Wellbeing Caf�es (via Lowdown)	43,365	30,624
Digital Development (via Youthworks)	6,650	-
Tier 2.5 (Via service six)	42,337	21,991
	<u>172,605</u>	<u>164,785</u>

3. Staff costs and trustees remuneration

	Total 2024 £	Total 2023 £
Gross wages	100,551	94,094
Social security costs	10,111	10,268
Pension	2,174	2,108
	<u>112,836</u>	<u>106,470</u>

No employee received remuneration amounting to more than £60,000 in either year.

One trustee received £10,437 (2023: £9,918) for counselling services provided.

Key management personnel remuneration totalled £52,014 (2023: £50,059) for the year.

4. Average number of employees

	2024 Number	2023 Number
Care	2	2
Management and administration	1	1
	<u>3</u>	<u>3</u>

TIME2TALK

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

5. Independent Examiners remuneration

	Total 2024	Total 2023
Independent examiners fees for examination	1,160	700
	<u>1,160</u>	<u>700</u>

6. Grants Payable

	2024 £	2023 £
Grants to institutions	54,819	38,552
	<u>54,819</u>	<u>38,552</u>

The total grants paid to institutions during the year was as follows:

	2024 £	2023 £
The Lowdown	34,911	12,179
Service 6	1,000	-
Youthworks	18,828	26,373
	<u>54,819</u>	<u>38,552</u>

TIME2TALK

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

7. Comparatives for the statement of financial activities

	Unrestricted Funds £	Restricted Funds £	Total 2023 £
Incoming resources			
Incoming resources from generated funds			
Voluntary income			
Grants	164,785	-	164,785
Donations and Gift Aid	988	-	988
Legacies	-	-	-
Investment Income	591	-	591
Other incoming resources			
Costs reimbursed	-	-	-
Employment allowance	5,000	-	5,000
Total incoming resources	<u>171,364</u>	<u>-</u>	<u>171,364</u>
Resources expended			
Charitable activities			
Salaries, NIC and pension	104,321	2,149	106,470
Travel costs – staff	4,206	34	4,240
Travel costs – volunteers	-	-	-
Sexual health and education	-	-	-
Office accommodation	14,109	-	14,109
Telephone and postage	663	-	663
Stationery and photocopying	577	-	577
Fees, courses and subscriptions	54,052	-	54,052
Advertising	173	-	173
IT costs	1,058	-	1,058
Insurances	1,277	-	1,277
Sundry office costs	627	-	627
Independent Examiner's fee	700	-	700
Grants Payable	36,552	2,000	38,552
Total resources expended	<u>218,315</u>	<u>4,183</u>	<u>222,498</u>
Net income / expenditure	(46,951)	(4,183)	(51,134)
Gross transfers between funds	(131)	131	-
Net movement in funds	<u>(47,082)</u>	<u>-</u>	<u>(51,134)</u>
Total funds brought forward	<u>206,143</u>	<u>4,052</u>	<u>210,195</u>
Total funds carried forward	<u>159,061</u>	<u>-</u>	<u>159,061</u>

Unrestricted funds consisted of only the general fund for the year.

TIME2TALK

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

8. Unrestricted funds

	Opening balance £	Income £	Outgoings £	Transfers £	Closing balance £
General funds	159,061	181,015	(236,728)	-	103,348

Comparatives for Unrestricted funds movements

	Opening balance £	Income £	Outgoings £	Transfers £	Closing balance £
General funds	206,143	171,364	(218,315)	(131)	159,061

The closing balance of £103,348 includes the following commitments. The reserves of £103,348 includes redundancy and rent commitments of £41,000 in the event of closure leaving £62,348 to be used on overspends.

9. Comparatives for restricted funds movements

	Opening balance £	Income £	Outgoings £	Transfers £	Closing balance £
NHS Northamptonshire Waiting List Reduction	2,052	-	(2,183)	131	-
LGBTQ Project (Via Lowdown)	2,000	-	(2,000)	-	-
	4,052	-	(4,183)	131	-

Restricted funds represent grants and other income which are identified to be used for specific projects or purposes. Restricted fund balances are represented by cash and bank balances.

Lowdown LGBTQ grant is for the development of a specialised service in Daventry.

The NHS Northamptonshire Waiting List Reduction was for the use of group work and drop-in services which were disrupted due to COVID.

TIME2TALK

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

10. Leasing agreements

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2024	2023
	£	£
Within one year	7,100	7,100
Between 1-5 years		7,100
	-----	-----
	7,100	14,200
	=====	=====

11. Transactions with Related Parties

There have been no transactions, other than those disclosed within note 3, with related parties during the year ended 31 March 2024 nor the year ended 31 March 2023.

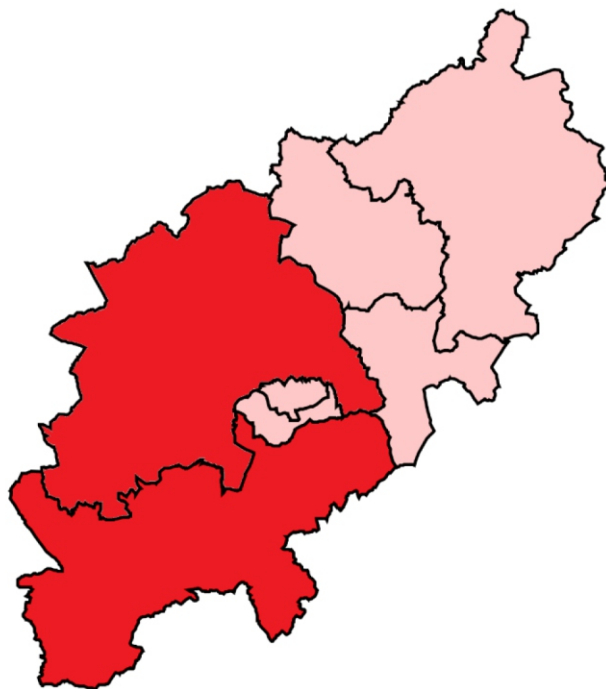
12. Ultimate Controlling Party

The charity is under the control of its trustees, as listed on Page 1.

Accounts

2023 Annual Report and Review

Time **2** TALK



Registered Charity No. 802472



Time2Talk
(Daventry Information and Counselling Service)
The Abbey
Market Square
Daventry
Northants NN11 4XG

Email: info@time2talk.org.uk
www.time2talk.org.uk
Registered Charity No. 802472

Board of Trustees: *(all voluntary positions)*

Suzy Dion	Chairperson
Dr Sue Davies	Vice-Chair
Julie Luvaglio	Trustee

Staff Team:

Andy Nixon	Chief Operating Officer/Fundraiser
Sylvia Birch	Counsellor and Towcester Service Manager
Ashley Southgate	Data and Information Officer

Supervision:

Jayne Innes	Clinical Supervisor
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Honorary Treasurer:

Gordon Barker	Honorary Treasurer, Secretary
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We would also like to give a huge thankyou to our team of self-employed counsellors and volunteers!!

INDEX

Acknowledgements	2
Service Opening Times	3
Active Involvement Activity	3
Equal Opportunities Policy	3
Mission Statement	4
Chairperson's Report	5
Chief Officers Annual Report and Review	6
Data and Information Report	10
A Therapeutic Counsellors Perspective	13
Counsellor/Towcester Service Manager Report	14
The Time2Talk Team	16
Time2Talk Accounts	18

Acknowledgements

Time2Talk were successful in securing grant funding from the following organisations:

Northamptonshire NHS/Public Health

We also received donations or support from:

Waitrose

Chlamydia screening continues to generate funds towards our core costs

And our REACH partners

Chat (Oundle)

Service Six (Wellingborough)

The Lowdown (Northampton)

Youth Works (Kettering)

We'd also like to thank everyone who has supported us over the last year

Proud to be a referring agent for the Daventry Foodbank

Time2Talk is registered for Gift Aid

TIME2TALK – Service Opening Times

	Opening Times - Daventry		
Monday – Thursday	10:00am	–	5:30pm
Friday	10:00am	–	2:00pm
Saturday	10:00am	–	4:00pm
Sunday	Closed		

	Opening Times - Towcester		
Monday	12:00pm	–	5:15pm
Wednesday	12:00pm	–	8:00pm

Active Involvement Activity

Time2Talk are committed to the Active Involvement of young people in the planning of its services. We have achieved bronze standard charter mark as recognition of this.

Equal Opportunities Policy

Time2Talk recognises the inherent worth of every human being and firmly believe that every human being has something to offer the community. We aim to ensure that no member of our team, no volunteer or management committee member, organisation or individual to whom we provide services to will be discriminated against on any of the following grounds:

- Unrelated Criminal Conviction
- Age
- Class
- Employment Status
- Political Belief
- Race, colour, nationality, ethnic or national origin
- Religion
- Gender, sexual orientation or marital status
- Disability

Time2Talk aims to ensure that all potential staff, volunteers or management committee members are recruited in line with the above. If instances of discrimination occur within the organisation or within an organisation or venue where Time2Talk are providing a service, Time2Talk will take positive action against such discrimination.

Mission Statement

To offer quality free information, counselling to improve mental health, therefore reducing clinical admissions into the NHS and to provide the resources necessary for young people aged 13-25 to make informed decisions about their sexual health.

To actively challenge prejudice of all kinds and to promote equality throughout our work.

To actively seek new working opportunities within the ethical framework and boundaries of Time2Talk.

To promote social inclusion through our work.

To provide a listening ear for those in emotional distress and to have a positive impact on improving the mental health of young people.

To provide up to date quality information literature on those subjects that affect young people and also for family members concerned about a young person.

To network with other organisations in order to strengthen resources and work together in tackling the many issues that impact on a young person's emotional well-being and mental health.

As an Organisational Member of British Association for Counselling & Psychotherapy (membership no:00115464) we are bound by its Ethical Framework for Good Practice in Counselling and Psychotherapy, the Ethical Guidelines for Researching Counselling and Psychotherapy (where organisations undertake research) and subject to the Professional Conduct Procedure for the time being.

Chairperson's Report

I am pleased to report Time2Talk has gone from strength to strength this year delivering for the young people of Daventry and South Northants. Although covid and the lockdowns are behind us, the pandemic still casts a dark shadow for our young people with our counsellors reporting high levels of anxiety and depression.

As detailed in Andy's report, here in Daventry and South Northants we cover a wide geographical area which has challenges for both us and our young people. Time2Talk prides itself on ensuring that we offer a mixture of in-person, telephone, and virtual support to ensure we deliver for our young people. In the coming year, we'd like to expand our reach further into the rural areas to give our young people choice and control, if commissioning and funding allows.

Time2Talk is one of the smaller of the five agencies and works alongside the other youth counselling agencies across Northamptonshire, under the umbrella of the REACH partnership. This year we are moving towards formalising the REACH partnership umbrella, in doing so, each agency will not lose their own identity but working together gives us a louder voice and enables us to deliver a consistent service across the county.

Although small, we here at Time2Talk are immensely proud of the high-quality counselling and interventions offered by our small team of counsellors, staff, and volunteers. I want to thank them all for their hard work and dedication over the last year.

This year I especially wish to thank our wonderful Chief Operating Officer, Andy who sadly lost both his parents recently, therefore I wanted to take a moment to personally thank him from all the trustees for his resilience and dedication to Time2Talk, at what has been a very difficult year personally. Running a small voluntary sector organisation is not easy.

Over the past year, Time2Talk has expanded further its core counselling offer with several new initiatives, Alongside the Rapid Response, Tier 2.5 and Wellbeing drop-in support cafes. Each service provides a slightly different offer, giving young people that all important choice and control.

In all our reports over the years we mention the challenge of our accommodation costs, these still remain high and are a burden on our resources. Each year we look creatively at our accommodation and space but with no avail. If anyone does have any ideas or available space, then please do get in touch.

I think the main task I must fulfil in this report is to recognise and thank our dedicated team. Our self-employed counsellors; Eve, Julie, Helen, Sarah, and Prem. Ash for continuing the great work around data collection and supporting the wider REACH partnership in this endeavour. Sylvia for her work in supporting the mental health and wellbeing of our young people.

I must also thank Gordon who continues his methodical analysis and organisation of the accounts and DNG who continue to provide excellent examination of these accounts. Finally, my thanks also to my fellow trustees, Sue and Julie, who have continued to support T2T despite their own difficulties. We'd like to recruit more trustees and I would encourage anyone interested to contact me for further information.

Suzy Dion, Chair

Chief Officers Annual Report and Review

Introduction

Time2Talk have thrived for another year delivering top quality services to the young people of Daventry District and South Northamptonshire. This has been no mean feat. Although the pandemic can sometimes feel like a distant memory, the effects it had on all of us and especially young people continue to be felt. The issues that our counsellors face and that are referred into our service by parents, carers, GP's CAMHS, social workers as well as those that self-refer are ever more complex. Referrals still cite the ongoing effects of the pandemic as a contributor towards high levels of debilitating anxiety and for some a general feeling of abject despair for the future.

Our small dedicated team of staff and self-employed therapists tackle daily, issues around self-harm, suicidal thoughts, complex relationship breakups, eating disorders, LGBTQ plus and gender issues, along with anxiety that is at such a level it impacts on the daily life not just of the young person but on the wider family. This can contribute towards OCD behaviours and can cause poor attendance at school, college or work and a disengagement in things that can make life better.

Alongside this we have the particular issue of rurality in the Daventry district area and in South Northamptonshire the issues are even more stark. Within the REACH collective and commissioning model of working at a unit cost rate there are challenges. We have a spread out demographic rather than a large footfall on our doorstep and many people that want to access us need to travel to us. We have tried to assist here by maintaining and adding an extra day to our Towcester provision to at least ensure there is something in that area independent of school and accessible.

One of the things our counsellors try and encourage is getting out and about and enjoying the fresh air and wonderful countryside this area has to offer. It can be a marvellous de-stress for those able to do this and we are blessed with many public footpaths that criss-cross the area.

The Team

None of the invaluable life changing work we do would be possible without our great team of people. We thank Ash for his expertise when it comes to data and data monitoring as well as his fantastic admin support when it comes to client waiting lists and assisting with booking self-employed counsellor sessions. Ash has also supported REACH colleges when it comes to data related issues. Thanks also to Sylvia for her work supporting the mental health of young people in Daventry and South Northamptonshire. Our small dedicated group of sessional self-employed counsellors, Eve, Julie, Helen, Sarah and Prem give us the flexibility we need to offer services across 6 days a week and during the evenings. And not forgetting Jayne who has been providing clinical supervision for us for many years and at a substantially discounted rate.

We thank our management board, all volunteers, Suzy, Sue and Julie for sticking with us and for their expertise when it comes to contracting and attending meetings for that vital extra pair of ears. We thank Gordon our treasurer who has maintained our financial systems, including payroll and pensions, and NI and for preparing the accounts for us and providing regular updates to the trustees. There aren't that many of us and we all have to be flexible to get the job done. Trustees are aware that there is a need to attract new blood onto the board and that remains top of their agenda moving forward.

Services

Core Counselling Service

This continues to be the main work of the agency. Referrals are steady and we achieve our target against the funding amount which has been broken down by REACH partners as a unit cost per session. Again, issues of rurality, leasing space rather than owning it and lack of access to suitable trainee counsellors can impact on overall costs of service delivery. There are no easy solutions to these issues but we continue to try and seek them.

Tier 2.5 funding is for slightly more complex sessions. Again, these sessions are funded as a unit cost per session. This is a relatively new funding stream and we were a bit late starting it as we awaited release of funds. It is ticking over OK. Again, we expect to achieve our target against the funding amount moving forward. Sessions are delivered one to one and face to face but we maintain a remote, over the phone offer which is a terrific help for those that live in remoter parts of this huge rural district.

Rapid Response

This is for more urgent situations. This funding stream is aimed at providing counselling within a few days of receiving a referral. Referrals are for young people who have presented at A&E sometimes following an attempted suicide or overdose. The young person has been triaged by medical professionals and deemed to be unsuitable for a clinical intervention and are then referred to us to be offered an appointment for counselling within 5 working days. This initiative hits targets against the unit cost model already discussed.

Crisis (or emotional) Wellbeing Café Drop-ins

This has been running steadily in Daventry for around a year and half and as of January this year in Towcester. The Daventry drop-in operates on a Saturday between 12.-4.00pm and is available for young people and parents to utilise when in need of some emotional support for a situation that could escalate into crisis. Soft drinks and beverages are made available along with light snacks and biscuits.

This service isn't the same as a regular counselling service but is staffed by qualified people with an admin person to support. There has to be two qualified staff alongside the admin person for

each café. All service delivery staff undergo training to undertake the role including safeguarding and storm training. To date some really heavy issues have presented at the café and valuable support given along with referrals either into our general counselling services or to higher level services where appropriate.

The Towcester café service operates on Wednesday between 4.00 and 8.00pm along the same lines. This is still in its early, pilot stages and we will report more on that in the next annual report.

Happier Families

We've had real problems with this initiative trying to encourage families to engage, getting training for the staff and various other things that impacted on it. We delivered the drop-in element but the actual programme that required families to sign up to six sessions, became increasingly difficult to offer. In agreement with the funder we have agreed to terminate this and will be reallocating unspent funds to Youthworks at some point this year. We can then continue to focus on the amazing work we continue to deliver.

Drop-in Services

In addition to the emotional wellbeing cafes for which no appointment is needed, we do still maintain drop-in provision for low level sexual health work and also for the food bank and static needle exchange service. Although numbers accessing it are very low, it is still a part of the service. The new teen clinic in Daventry runs once a month in the town so there are alternatives and we may revisit launching something fresh in the future. This work isn't funded directly anyway however supplies are provided by the sexual health team. This is one aspect of the service that failed to recover post covid.

Data

We are required to process data on behalf of the NHS so we maintain our ICO certificate at tier 1 which covers the nature of the data we have. You will see some core data within the annual review section of the report that relates to numbers and demographics and presenting issues. We also maintain our NHS digital security toolkit which is updated annually along with our information commissioner's office certification.

REACH Collaboration

The REACH Collaboration that comprises Time2Talk, Youthworks in Kettering, Lowdown in Northampton, Service Six in Wellingborough and Chat in Oundle continues to work together in the county. At the time of writing, the NHS commissioners still require REACH to become a legally constituted body in order to flow all funds through the REACH entity. REACH is now looking at establishing itself as a CIC.

This won't affect Time2Talk as an independent charity this would be a separate entity that will be made up of all our various boards. This will be explored further in the 2023-4 financial year period. For now Time2Talk are contracted to deliver the core counselling contract directly with the NHS with other NHS initiatives lead by the larger REACH agencies with greater capacity. For example, Lowdown lead on the rapid response and emotional wellbeing drop-in's and Service six lead on the tier 2.5 support.

A Note on Funds

DNG have streamlined our accounts to be in line with the other REACH agencies and it could appear that we carry substantial unrestricted funds. Although unrestricted, the opening balance of £159,061 includes the following commitments. A balance of £32,223.00 is to be reallocated to the Lowdown as agreed by REACH. £19,000 will be returned to Youthworks as a redistribution of happier families funding, £48,302.00 is committed towards delivering the agencies objectives. The free reserves of £59,536.00 includes redundancy and rent commitments of £38,000 in the event of closure leaving £21,536 to be used on overspends.

Finally

We have all faced many challenges over the last year, both individually and as an organisation but our key driver is doing our best to maintain a local service that young people trust and know. There have been radical changes to the administration of Northamptonshire and we must do our best to ensure that the smaller but still very well populated rural districts keep as many services as possible. As ever if there are any questions we can be contacted in the office.

Andy Nixon
Chief Operating Officer.

Data and Information Report

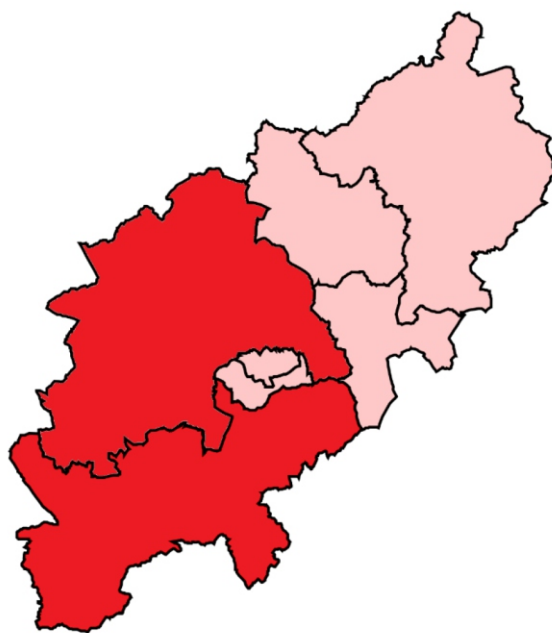
I'm responsible for submitting data to the NHS for our various projects, this includes the core, tier 2.5, rapid response and the emotional wellbeing cafés. This encompasses a variety of information such as the number of referrals into the service, sessions delivered, DNA rates and client feedback and is used by NHS Northamptonshire for their monitoring.

Additionally, I also send data to NHS England as part of their Mental Health Services Data Set, this contributes to nationwide statistics for NHS funded services and is used for both local and national performance measurement, research, auditing and service planning. This data is a little more complex and includes more comprehensive statistics on the sessions themselves.

The number of referrals increases every year and this past year we received 373 referrals for our NHS funded projects. 333 for core and tier 2.5 and 40 for rapid response for a total of 2,807 sessions of counselling. We also received 2 Aspire Higher referrals, which ended this year, for a total of 375 counselling referrals.

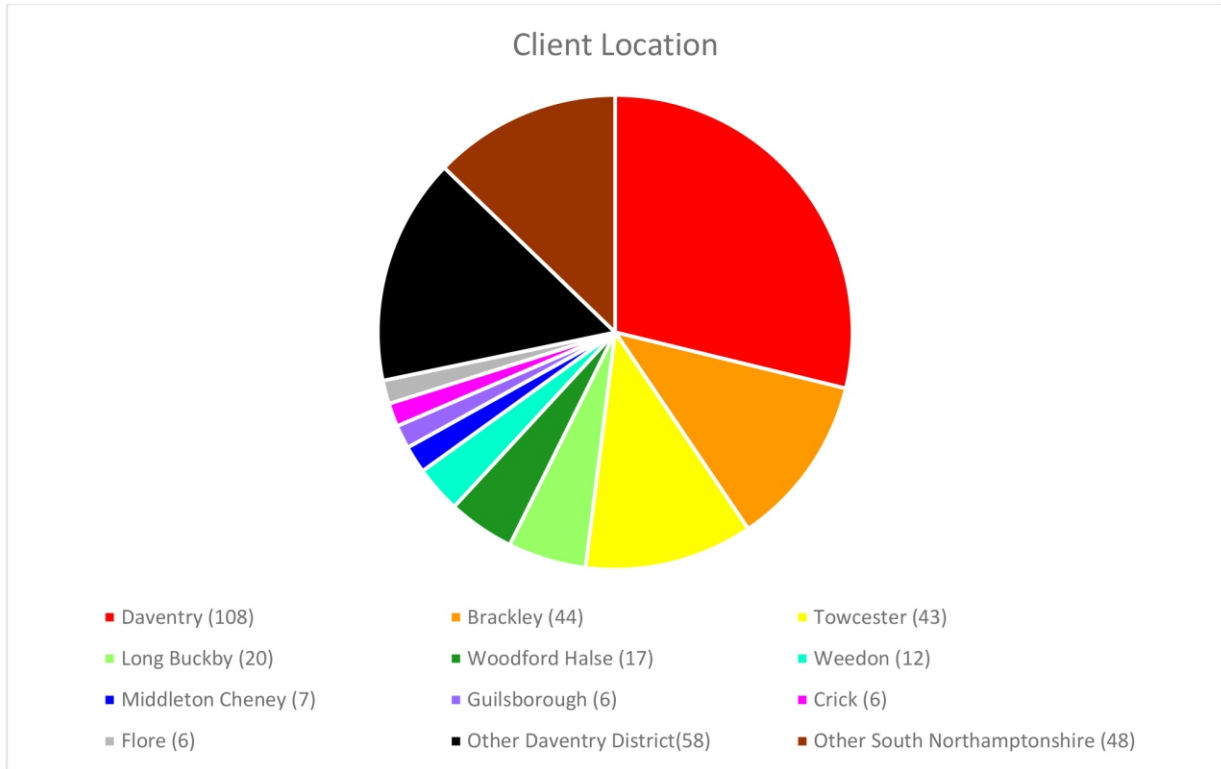
Alongside our counselling, 93 people attended our emotional wellbeing cafés in Daventry and our new Towcester drop-in, which started in January. Numbers of people attending the café increased throughout the year and Towcester café has had a promising start with numbers attending already comparable to the Daventry café.

Client Location



Above is the county of Northamptonshire (as seen on the front of this report), the areas in red are the former Daventry and South Northamptonshire Districts that Time2Talk cover.

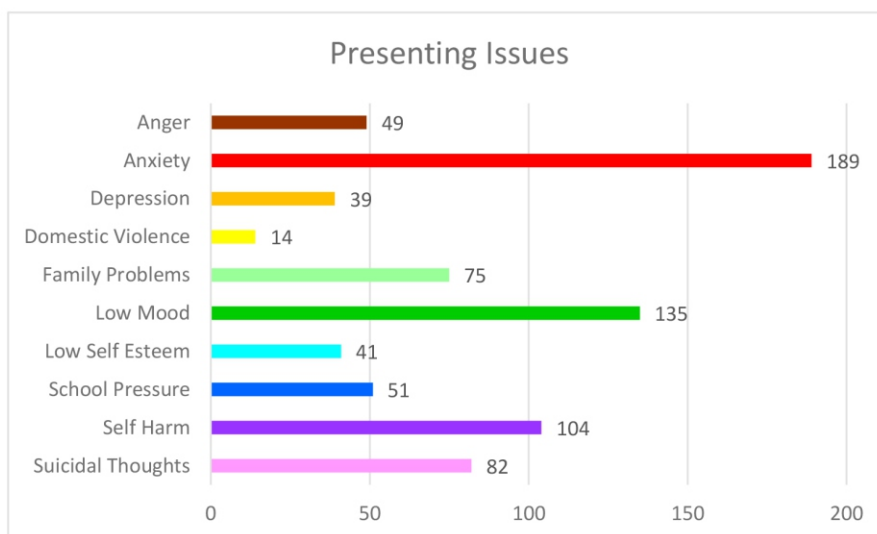
Just over half of our 375 referrals come from three main towns, Daventry, Brackley and Towcester, the remaining were from smaller villages across what used to be the Daventry District and South Northamptonshire. For many of these villages we will only get 1 or 2 referrals a year showcasing both the vast number of locations and the rural nature of the area we cover.



Presenting Issues

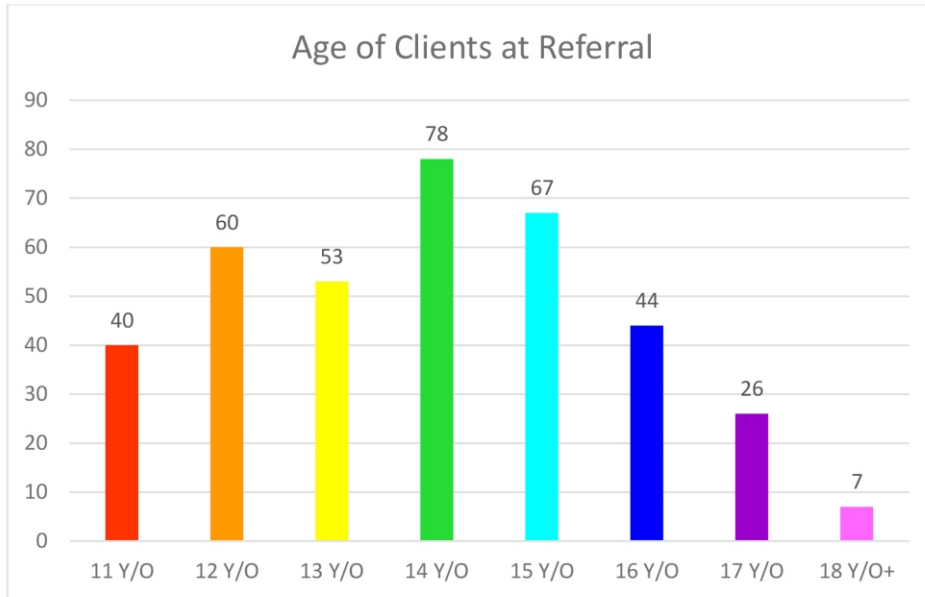
Anxiety and low mood are the most common issues that young people record on their referral. However, self-harm is also high with 104 of the 375 clients reporting some form of self-harm on referral. Self-harm can include cutting, the picking at or scratching of skin, hitting yourself or walls, hair pulling and many other methods.

Suicidal thoughts are also high, with 82 people reporting them on referral but it is important to distinguish between thoughts and intention as many people can suffer from suicidal thoughts but have no intention to ever act on them. After that family issues and school pressure are the next biggest issues young people report.



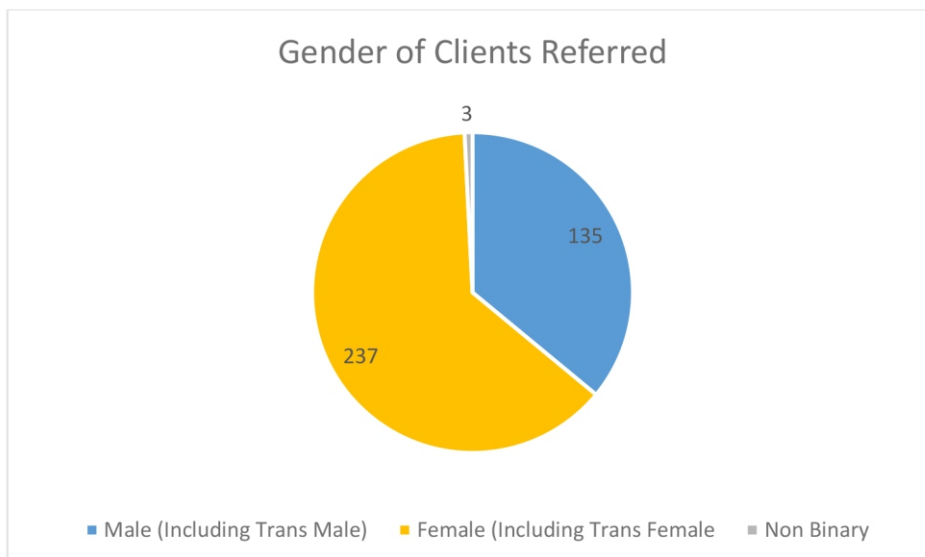
Client Ages

14 and 15 are the most common ages for people to be referred into us, consistent with previous years, and the number of clients 16 and above are almost identical to last year as well. However, it is with 11-year olds where we are seeing an increase.



Client Gender

We continue to see significantly more female clients than male, with 63% identifying as female compared to 36% Male. However, the gap is narrowing compared to last year where the split was 71% female and 28% male. While 1% of our clients identified as non-binary.



Ashley Southgate
Data and Information Officer

A Therapeutic Counsellors Perspective

I joined the organisation in September 1998 as a volunteer. A year later, in 1999, I was employed as an Outreach Development Worker. After a number of years, I became an NHS employee but still donated time to the agency. After my retirement from the NHS, I became a Trustee for Time2Talk and since March 2021 I also work as a self-employed counsellor.

My last few years with the NHS were working at CAMHS (Northamptonshire) as Pathway Lead for Gender Identity and Sexuality. Using my experience in this role, I now see many of the young people with Gender Identity who are referred in to Time2Talk. The number has increased in the last few years, in line with the National figures for Gender Dysphoria.

I am seeing an increase in referrals for anxiety, family problems, phobias and low mood, which may be an effect of the Covid lockdown experience and also the concern over the war in Ukraine. Many of the issues that we are facing in this country have been beyond our control and have provoked anxiety in adults, which in turn affects our young people.

Time2Talk has always been a fantastic place to work where I feel supported and valued and although the agency is small, in comparison with many other Youth Counselling agencies in the county, its services are still available to young people living across the old Daventry and South Northamptonshire region. These areas now form part of the West Northamptonshire county boundary.

I have enjoyed working with committed and hard-working staff and volunteers, with the emphasis on providing a high quality of service to our young people and their families. Post-covid, we continue offering zoom and telephone appointments, alongside face to face appointments. These methods of working are still vital for young people living in remoter rural areas who lack public transport.

Julie Luvaglio
Therapeutic Counsellor/ Trustee

Counsellor and Towcester Service Manager Report

This report will provide an outline of work undertaken, and developments made in the post of Counsellor and Towcester Service Manager in the period up to April 2023.

The issues young people face are wide-ranging and includes, anxiety, stress, panic attacks, exam pressure, bullying, phobias, depression, low self-esteem, suicidal thoughts, personal relationship, peer pressure, gender identity, internet bullying, self-harm, eating disorders, bereavement, sexuality, homophobia, family and relationship problems, domestic violence, abuse (emotional, sexual and physical), sexual assault, puberty, racism, body image, this is what some of my clients are coping with.

Daventry

I am in the office every morning from Monday to Thursday, as well as all day on Tuesday and Thursday, where I will see clients for counselling face to face, over WhatsApp or on the telephone. When I am not seeing clients, I am keeping my paperwork up to date and making sure that I have done my stats for each month so that they can be recorded. I also help out with the drop-in service and answering the phone when needed.

The Chantry

The Time2Talk Towcester service opening times are Mondays from 12pm to 5.15pm and Wednesday from 12pm to 4pm. Except for Bank Holidays, Easter and Christmas. We now have two members of staff, myself and Eve, at The Chantry in Towcester.

The Chantry has been very busy with every session slot full, so although we have a waiting list, it is being managed well. We also have referrals, not just from Towcester, but from Brackley, Banbury, Milton Keynes and the surrounding villages. I would just like to say a big thankyou to all the staff at The Chantry for their support and especially to Rhona all the best for her retirement.

Clients

Clients will normally have six to eight sessions but sometimes will go to a maximum of twelve. I have to keep an eye on the sessions but sometimes we do need to give extra support as issues can change with clients very quickly so these extra sessions can benefit the young person or can be useful if they are waiting to see CAMHs.

Towcester Wellbeing Café

We also launched our new Towcester drop-in in January. The drop-in starts as soon as our counselling sessions end, running every Wednesday 4pm till 8pm, with last entry at 7:30pm. I have also been busy shopping purchasing mood lighting, games, fidget toys, stress balls, puzzles books and colouring pens and books for the young people using the drop-ins. As well as drinks

and snacks so that we are always fully stocked up to make our clients feel welcome and have plenty of activities to use.

Supervision

Thankyou Jayne for your support which has enabled me to have positive outcomes with my clients which I have shared with my clients. So again, thank you for your support over this last year.

Manager

Andy thank you for your support over this last year, it's been a very difficult and very challenging year for us all but you got us through it. So again, a big thankyou to Andy.



Sylvia Birch
Towcester Service Manager and Outreach Counsellor

The Time2Talk Team



The Abbey building in Daventry (above left) and The Chantry House in Towcester (above right) where our counselling is held. Sylvia in one of our counselling rooms (below left) and our office (below right)





The Time2Talk office from outside and in (above) and photos (below) of the Daventry District countryside taken by Andy



Charity Registration Number: 802472

**DAVENTRY INFORMATION AND COUNSELLING SERVICE
(TIME2TALK)
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

TIME2TALK

FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

CONTENTS

	Page
Legal and administrative details	1
Trustees' report	2
Independent Examiners report	8
Statement of Financial Activities	9
Balance Sheet	10
Notes to the Financial Statements	11

TIME2TALK

YEAR ENDED 31 MARCH 2023

LEGAL AND ADMINISTRATIVE DETAILS

Charity registration number: 802472

Principal address: The Abbey
Market Square
Daventry
Northamptonshire
NN11 4XG

Trustees: Suzy Dion – Chairperson
Dr Susan Davies – Vice Chair
Julie Luvaglio

Honorary Treasurer: Gordon Barker

Bankers: HSBC
29 Bowen Square
Daventry
Northamptonshire
NN11 4ER

Independent Examiners: DNG Dove Naish LLP
Eagle House
28 Billing Road
Northampton
NN1 5AJ

TIME2TALK**YEAR ENDED 31 MARCH 2023****REPORT OF THE TRUSTEES**

The Trustees present their report together with financial statements for the year ended 31 March 2023.

Structure, governance and management

Time2Talk is governed by a constitution adopted in 1989, amended in November 1999, September 2006 and in November 2011. The organisation was registered as a charity on 8 January 1990.

Trustees

Trustees are sought on the basis of their experience and skills in the counselling and youth work field, or for other skills as the existing trustees may from time to time determine would be of value to the charity. Election of trustees takes place at the AGM at which all members are entitled to vote. Trustees may co-opt to the Board in the case of vacancy or need between AGMs.

Trustees are given a full induction and encouraged to undertake further training during their time in office. The present membership of the Board is set out on page 1.

Objectives and activities

The objects of the charity as stated in the constitution are “to assist in the promotion of the physical and moral welfare of young people in Daventry and District and to facilitate their education so that they grow to full maturity as responsible citizens and their quality of life may be improved”.

In directing the activities undertaken by the charity the trustees have had regard to the Charity Commission’s guidance on public benefit.

The trustees consider that the charity’s activities meet the public benefit test as the focus of the charity’s work is on adolescent health and wellbeing.

Reserves Policy

Time2Talk are conscious of the need to establish a realistic level of reserves at the time when it is opening multiple and complex projects, and during a period of financial uncertainty for the Voluntary Youth Sector in Northamptonshire.

The Trustees of the Charity have decided that our Reserves Policy takes into account the following areas:

- Salaries for the equivalent of three full-time well established staff; this we estimate to be three months salary plus statutory redundancy payments for qualifying staff.

Levels of Reserves

In order for the Charity to maintain its commitments should the above situations arise, the Trustees have determined to aim at maintaining reserves of:

Redundancies £34,000
Rents £4,000

The reserves figures will be reviewed annually at the meeting prior to the end of the financial year, and will be presented in the Annual Report with the accounts. Unrestricted reserves held at the year end are £159,061 which is in line with the above policy.

TIME2TALK**YEAR ENDED 31 MARCH 2023****REPORT OF THE TRUSTEES**

Financial Review

Included in the balance sheet at 31 March 2023 is total reserves carried forwards of £159,061, which are entirely unrestricted. The closing balance of £159,061 includes the following commitments. A balance of £32,223 is to be reallocated to the Lowdown as agreed by REACH. £19,000 will be returned to Youthworks as a redistribution of happier families funding, £48,302 is committed towards delivering the agencies objectives. The free reserves of £59,536 includes redundancy and rent commitments of £38,000 in the event of closure leaving £21,536 as free reserves to be used on overspends.

STATEMENT OF TRUSTEES RESPONSIBILITIES

The trustees are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England and Wales, the Charities Act 2011, Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charity for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by order of the board of trustees on and signed on its behalf by:



Suzy Dion

Date: 4 July 2023

TIME2TALK**YEAR ENDED 31 MARCH 2023****REPORT OF THE TRUSTEES**

ACHIEVEMENTS AND PERFORMANCE**CHAIRPERSON'S REPORT**

I am pleased to report Time2Talk has gone from strength to strength this year delivering for the young people of Daventry and South Northants. Although covid and the lockdowns are behind us, the pandemic still casts a dark shadow for our young people with our counsellors reporting high levels of anxiety and depression.

As detailed in Andy's report, here in Daventry and South Northants, we cover a wide geographical area which has challenges for both our young people and us. Time2Talk prides itself on ensuring that we offer a mixture of in-person, telephone, and virtual support to ensure we deliver for our young people. In the coming year, we'd like to expand our reach further into the rural areas to give our young people choice and control if commissioning and funding allows.

Time2Talk is one of the smaller of the five agencies and works alongside the other youth counselling agencies across Northamptonshire, under the umbrella of the REACH partnership. This year we are moving towards formalising the REACH partnership umbrella, in doing so, each agency will not lose their own identity but working together gives us a louder voice and enables us to deliver a consistent service across the county.

Although small we here at Time2Talk are immensely proud of the high-quality counselling and interventions offered by our small team of counsellors, staff, and volunteers. I want to thank them all for their hard work and dedication over the last year.

This year I especially wish to thank our wonderful Chief Operating Officer, Andy who sadly lost both his parents recently, therefore I wanted to take a moment to personally thank him from all the trustees for his resilience and dedication to Time2Talk, at what has been a very difficult year personally. Running a small voluntary sector organisation is not easy.

Over the past year, Time2Talk has expanded further its core counselling offer with several new initiatives, including, Rapid Response, Tier 2.5 and Wellbeing drop-in support cafes. Each service provides a slightly different offer, giving young people that all important choice and control.

In all our reports over the years we mention the challenge of our accommodation costs, these still remain high and are a burden on our resources. Each year we look creatively at our accommodation and space but with no avail. If anyone does have any ideas or available space, then please do get in touch.

I think the main task I must fulfil in this report is to recognise and thank our dedicated team. Our self-employed counsellors; Eve, Julie, Helen, Sarah, and Prem. Ash for continuing the great work around data collection and supporting the wider REACH partnership in this endeavour. Sylvia for her work in supporting the mental health and wellbeing of our young people.

I must also thank Gordon who continues his methodical analysis and organisation of the accounts and DNG who continue to provide excellent examination of these accounts. Finally, my thanks also to my fellow trustees, Sue and Julie, who have continued to support T2T despite their own difficulties. We'd like to recruit more trustees and I would encourage anyone interested to contact me for further information.

Suzy Dion
Chair

TIME2TALK**YEAR ENDED 31 MARCH 2023****REPORT OF THE TRUSTEES**

ACHIEVEMENTS AND PERFORMANCE**CHIEF OPERATING OFFICERS ANNUAL REPORT****Introduction**

Time2Talk have thrived for another year delivering top quality services to the young people of Daventry District and South Northamptonshire. This has been no mean feat. Although the pandemic can sometimes feel like a distant memory, the effects it had on all of us and especially young people continue to be felt. The issues that our counsellors face and that are referred into our service by parents, carers, GP's CAMHS, social workers as well as those that self-refer are ever more complex. Referrals still cite the ongoing effects of the pandemic as a contributor towards high levels of debilitating anxiety and for some a general feeling of abject despair for the future.

Our small dedicated team of staff and self-employed therapists tackle daily, issues around self-harm, suicidal thoughts, complex relationship breakups, eating disorders, LGBTQ plus and gender issues, along with anxiety that is at such a level it impacts on the daily life not just of the young person but on the wider family. This can contribute towards OCD behaviours and can cause poor attendance at school, college or work and a disengagement in things that can make life better.

Alongside this we have the particular issue of rurality in the Daventry district area and in South Northamptonshire the issues are even more stark. Within the REACH collective and commissioning model of working at a unit cost rate there are challenges. We have a spread out demographic rather than a large footfall on our doorstep and many people that want to access us need to travel to us. We have tried to assist here by maintaining and adding an extra day to our Towcester provision to at least ensure there is something in that area independent of school and accessible. In fact, this year for the first time and to help demonstrate our ongoing commitment to South Northamptonshire we are holding our AGM in the historic Chantry house in the centre of Towcester.

One of the things our counsellors try and encourage is getting out and about and enjoying the fresh air and wonderful countryside this area has to offer. It can be a marvellous de-stress for those able to do this and we are blessed with many public footpaths that criss-cross the area.

The team

None of the invaluable life changing work we do would be possible without our great team of people. We thank Ash for his expertise when it comes to data and data monitoring as well as his fantastic admin support when it comes to client waiting lists and assisting with booking self-employed counsellor sessions. Ash has also supported REACH colleges when it comes to data related issues. Thanks also to Sylvia for her work supporting the mental health of young people in Daventry and South Northamptonshire. Our small dedicated group of sessional self-employed counsellors, Eve, Julie, Helen, Sarah and Prem give us the flexibility we need to offer services across 6 days a week and during the evenings. And not forgetting Jayne who has been providing clinical supervision for us for many years and at a substantially discounted rate.

We thank our management board, all volunteers, Suzy, Sue and Julie for sticking with us and for their expertise when it comes to contracting and attending meetings for that vital extra pair of ears. We thank Gordon our treasurer who has maintained our financial systems, including payroll and pensions, and NI and for preparing the accounts for us and providing regular updates to the trustees. There aren't that many of us and we all have to be flexible to get the job done. Trustees are aware that there is a need to attract new blood onto the board and that remains top of their agenda moving forward.

TIME2TALK

Page 6

YEAR ENDED 31 MARCH 2023

REPORT OF THE TRUSTEES

CHIEF OPERATING OFFICERS ANNUAL REPORT (continued)**Services****Core counselling service.**

This continues to be the main work of the agency. Referrals are steady and we achieve our target against the funding amount which has been broken down by REACH partners as a unit cost per session. Again, issues of rurality, leasing space rather than owning it and lack of access to suitable trainee counsellors can impact on overall costs of service delivery. There are no easy solutions to these issues but we continue to try and seek them.

Tier 2.5 funding is for slightly more complex sessions. Again, these sessions are funded as a unit cost per session. This is a relatively new funding stream and we were a bit late starting it as we awaited release of funds. It is ticking over OK. Again, we expect to achieve our target against the funding amount moving forward. Sessions are delivered one to one and face to face but we maintain a remote, over the phone offer which is a terrific help for those that live in remoter parts of this huge rural district.

Rapid Response

This is for more urgent situations. This funding stream is aimed at providing counselling within a few days of receiving a referral. Referrals are for young people who have presented at A & E sometimes following an attempted suicide or overdose. The young person has been triaged by medical professionals and deemed to be unsuitable for a clinical intervention and are then referred to us to be offered an appointment for counselling within 5 working days. This initiative hits targets against the unit cost model already discussed.

Crisis (or emotional) wellbeing café drop-ins.

This has been running steadily in Daventry for around a year and half and as of January this year in Towcester. The Daventry drop-in operates on a Saturday between 12.-4.00pm and is available for young people and parents to utilise when in need of some emotional support for a situation that could escalate into crisis. Soft drinks and beverages are made available along with light snacks and biscuits. This service isn't the same as a regular counselling service but is staffed by qualified people with an admin person to support. There has to be two qualified staff alongside the admin person for each café. All service delivery staff undergo training to undertake the role including safeguarding and storm training. To date some really heavy issues have presented at the café and valuable support given along with referrals either into our general counselling services or to higher level services where appropriate. The Towcester café service operates on Wednesday between 4.00 and 8.00pm along the same lines. This is still in its early, pilot stages and we will report more on that in the next annual report.

Happier Families

We've had real problems with this initiative trying to encourage families to engage, getting training for the staff and various other things that impacted on it. We delivered the drop-in element but the actual programme that required families to sign up to six sessions, became increasingly difficult to offer. In agreement with the funder we have agreed to terminate this and will be reallocating unspent funds to Youth works at some point this year. We can then continue to focus on the amazing work we continue to deliver.

Drop-in Services

In addition to the emotional well being cafes for which no appointment is needed, we do still maintain drop-in provision for low level sexual health work and also for the food bank and static needle exchange service. Although numbers accessing it are very low, it is still a part of the service. The new teen clinic in Daventry runs once a month in the town so there are alternatives and we may revisit launching something fresh in the future. This work isn't funded directly anyway however supplies are provided by the sexual health team. This is one aspect of the service that failed to recover post covid.

TIME2TALK

Page 7

YEAR ENDED 31 MARCH 2023

REPORT OF THE TRUSTEES

CHIEF OPERATING OFFICERS ANNUAL REPORT (continued)**Data.**

We are required to process data on behalf of the NHS so we maintain our ICO certificate at tier 1 which covers the nature of the data we have. You will see some core data within the annual review section of the report that relates to numbers and demographics and presenting issues. We also maintain our NHS digital security toolkit which is updated annually along with our information commissioner's office certification.

REACH collaboration.

The REACH Collaboration that comprises Time2Talk, Youthworks in Kettering, Lowdown in Northampton, Service six in Wellingborough and Chat in Oundle continues to work together in the county. At the time of writing, the NHS commissioners still require REACH to become a legally constituted body in order to flow all funds through the REACH entity. REACH is now looking at establishing itself as a CIC.

This won't affect Time2Talk as an independent charity this would be a separate entity that will be made up of all our various boards. This will be explored further in the 2023-4 financial year period. For ow Time2Talk are contracted to deliver the core counselling contract directly with the NHS with other NHS initiatives lead by the larger REACH agencies with greater capacity. For example, Lowdown lead on the rapid response and emotional well being drop-in's and Service six lead on the tier 2.5 support.

Finally

We have all faced many challenges over the last year, both individually and as an organisation but our key driver is doing our best to maintain a local service that young people trust and know. There have been radical changes to the administration of Northamptonshire and we must do our best to ensure that the smaller but still very well populated rural districts keep as many services as possible. As ever if there are any questions we can be contacted in the office.

Andrew Nixon BA (Hons) MBE
Chief Operating Officer

TIME2TALK**INDEPENDENT EXAMINERS REPORT****FOR THE YEAR ENDED 31 MARCH 2023**

I report on the accounts of the Charity for the year ended 31 March 2023 which are set out on the attached pages 9 to 16.

Responsibilities and basis of report

As the charity trustees of the Trust you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the Trust's accounts carried out under section 145 of the Act and in carrying out my examination I have followed all applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

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

1. accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination.

I confirm that there are no other matters to which your attention should be drawn to enable a proper understanding of the accounts to be reached.

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our independent examination work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an independent examiner's 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 charity and the charity's trustees as a body, for our independent examination work, for this report, or for the opinions we have formed.



Nicola Fox FCA
DNG Dove Naish LLP
Chartered Accountants
Eagle House
28 Billing Road
Northampton
NN1 5AJ

Date: 10 July 2023

TIME2TALK

STATEMENT OF FINANCIAL ACTIVITIES

FOR THE YEAR ENDED 31 MARCH 2023

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
Incoming resources					
Incoming resources from generated funds					
Voluntary income					
Grants	2	164,785	-	164,785	233,926
Donations & Gift Aid		988	-	988	45
Legacies		-	-	-	5,000
Investment income		591	-	591	11
Other incoming resources					
Costs reimbursed		-	-	-	13,052
Employment allowance		5,000	-	5,000	4000
Total incoming resources		<u>171,364</u>	<u>-</u>	<u>171,364</u>	<u>256,034</u>
Resources expended					
Charitable activities					
Salaries, NIC and pension	3	104,321	2,149	106,470	92,293
Travel costs – staff		4,206	34	4,240	1,753
Travel costs – volunteers		-	-	-	23
Sexual health and education		-	-	-	60
Office accommodation		14,109	-	14,109	16,143
Telephone and postage		663	-	663	853
Stationery and photocopying		577	-	577	631
Fees, courses and subscriptions		54,052	-	54,052	41,706
Advertising		173	-	173	183
IT costs		1,058	-	1,058	1,110
Insurances		1,277	-	1,277	864
Sundry office costs		627	-	627	142
Independent Examiner's fee	5	700	-	700	700
Grants Payable	6	36,552	2,000	38,552	-
Total resources expended		<u>218,315</u>	<u>4,183</u>	<u>222,498</u>	<u>156,461</u>
Net income / expenditure		(46,951)	(4,183)	(51,134)	99,573
Transfers between funds		(131)	131	-	-
Net movement in funds		<u>(47,082)</u>	<u>(4,052)</u>	<u>(51,134)</u>	<u>99,573</u>
Total funds brought forward (restated)		206,143	4,052	210,195	110,622
Total funds carried forward		<u>159,061</u>	<u>-</u>	<u>159,061</u>	<u>210,195</u>

TIME2TALK

BALANCE SHEET AT 31 MARCH 2023

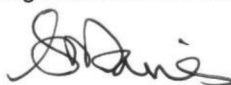
	Note	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
Current assets					
Cash at bank and on deposit		162,492	-	162,492	215,658
Cash in hand		-	-	-	70
		<u>162,492</u>	<u>-</u>	<u>162,492</u>	<u>215,728</u>
Creditors amounts falling due within one year					
Accruals		700	-	700	5,533
Social security		2,731	-	2,731	-
		<u>3,431</u>	<u>-</u>	<u>3,431</u>	<u>5,533</u>
Net current assets		<u>159,061</u>	<u>-</u>	<u>159,061</u>	<u>210,195</u>
Net assets		<u>159,061</u>	<u>-</u>	<u>159,061</u>	<u>210,195</u>
Funds of the charity					
Unrestricted funds (restated)	10	159,061	-	159,061	206,143
Restricted funds (restated)	9	-	-	-	4,052
		<u>159,061</u>	<u>-</u>	<u>159,061</u>	<u>210,195</u>

These accounts were approved on by the Management Committee and signed on its behalf.



Suzy Dion
Chairperson

Date: 4 July 2023



Dr Susan Davies
Vice - Chairperson

Date: 4 July 2023

TIME2TALK**NOTES TO THE FINANCIAL STATEMENTS****FOR THE YEAR ENDED 31 MARCH 2023****1. Accounting Policies****Basis of accounting**

The financial statements of the charity, 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 Charities Act 2011. The financial statements have been prepared under the historical cost convention.

The charity is an unincorporated charity registered in England and Wales. Its charity number and registered office are listed on page 1.

The presentational currency of the financial statements is the Pound Sterling (£).

Restatement of comparatives

Income in respect of the core NHS Northamptonshire Grant and other services received via the REACH organisation has been restricted in previous years. However, upon further review of the grant documentation it has been agreed that the grants do not have narrower purposes than the charitable objectives and therefore the income is unrestricted. The 2022 accounts have been restated for this reason.

Incoming Resources**Recognition of Incoming Resources**

These are included in the Statement of Financial Activities (SOFA) when:

- the Charity becomes entitled to the resources;
- the Trustees are virtually certain they will receive the resources; and
- the monetary value can be measured with sufficient reliability.

Grants and Donations

Grants and donations are only included in the SOFA when the charity has unconditional entitlement to the resources.

Volunteer Help

The value of any voluntary help received is not included in the accounts but is described in the trustees' annual report.

Investment Income

This is included in the accounts when receivable.

Income is recognised as received or when receipt is certain.

Expenditure and Liabilities**Liability Recognition**

Liabilities are recognised as soon as there is a legal or constructive obligation committing the Charity to pay out resources

TIME2TALK

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

1. Accounting Policies (continued)

Governance Costs

Includes costs of the preparation and examination of statutory accounts, the cost of trustee meetings and cost of any legal advice to trustees in governance or constitutional matters.

Tangible Fixed assets for use by Charity

These are capitalised if they can be used for more than one year, and cost at least £500. They are valued at cost or if gifted, at the value to the charity on receipt. Depreciation is provided at the following rates to write off all tangible fixed assets over their expected useful lives:

Office equipment 25% on cost

Depreciation methods, useful lives and residual values are reviewed at each balance sheet date. The selection of these residual values and estimated lives requires the exercise of judgement. The directors are required to assess whether there is an indication of impairment to the carrying value of assets. In making that assessment, judgements are made in estimating value in use. The directors consider that the individual carrying values of assets are supportable by their value in use

Financial instruments

Cash and cash equivalents in the balance sheet comprise cash at banks and in hand and short term deposits with an original maturity date of three months or less.

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in the statement of financial activities.

Going Concern

The Trustees have considered a period of 12 months from the date of approval of these financial statements and have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus they continue to adopt the going concern basis of accounting in preparing the financial statements.

Fund accounting

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

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.

2. Grants

	2023	2022
NHS Northamptonshire (PCT)	95,730	95,730
Rapid Response NHS	16,440	13,490
Emotional Wellbeing Café's (via Lowdown)	30,624	12,400
LGBTQ Project (via Lowdown)	-	2,000
NHS Northamptonshire Additional	-	104,306
Digital Development and Bid Writing	-	6,000
Tier 2.5 (Via service six)	21,991	-
	<u>164,785</u>	<u>233,926</u>

TIME2TALK

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

3. Staff costs and trustees remuneration

	Total 2023 £	Total 2022 £
Gross wages	94,094	82,518
Social security costs	10,268	7,753
Pension	2,108	2,022
	<u>106,470</u>	<u>92,293</u>

No employee received remuneration amounting to more than £60,000 in either year.

One trustee received £9,918 (2022: 4,130) for counselling services provided.

Key management personnel remuneration totalled £50,059 (2022: £48,370) for the year.

4. Average number of employees

	2023 Number	2022 Number
Care	2	2
Management and administration	1	1
	<u>3</u>	<u>3</u>

5. Independent Examiners remuneration

	Total 2023	Total 2022
Independent examiners fees for examination	700	700
	<u>700</u>	<u>700</u>

6. Grants Payable

	2023 £	2022 £
Grants to institutions	38,552	-
	<u>38,552</u>	<u>-</u>

The total grants paid to institutions during the year was as follows:

	2023 £	2022 £
The Lowdown	12,179	-
Youthworks	26,373	-
	<u>38,552</u>	<u>-</u>

TIME2TALK

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

7. Comparatives for the statement of financial activities (restated)

	Restated Unrestricted Funds £	Restated Restricted Funds £	Total 2022 £
Incoming resources			
Incoming resources from generated funds			
Voluntary income			
Grants	231,926	2,000	233,926
Donations and Gift Aid	45	-	45
Legacies	5,000	-	5,000
Investment income	11	-	11
Other incoming resources			
Costs reimbursed	13,052	-	13,052
Employment allowance	4,000	-	4,000
Total incoming resources	<u>254,034</u>	<u>2,000</u>	<u>256,034</u>
Resources expended			
Charitable activities			
Salaries, NIC and pension	91,878	415	92,293
Travel costs – staff	1,753	-	1,753
Travel costs – volunteers	23	-	23
Sexual health and education	-	60	60
Office accommodation	9,645	6,498	16,143
Telephone and postage	752	101	853
Stationery and photocopying	339	292	631
Fees, courses and subscriptions	41,306	400	41,706
Advertising	183	-	183
IT costs	928	182	1,110
Insurances	864	-	864
Sundry office costs	142	-	142
Independent Examiner's fee	700	-	700
Total resources expended	<u>148,513</u>	<u>7,948</u>	<u>156,461</u>
Net income / expenditure	105,521	(5,948)	99,573
Gross transfers between funds	<u>(4,994)</u>	<u>4,994</u>	<u>-</u>
Net movement in funds	<u>100,527</u>	<u>(954)</u>	<u>99,573</u>
Total funds brought forward (restated)	<u>105,616</u>	<u>5,006</u>	<u>110,622</u>
Total funds carried forward (restated)	<u>206,143</u>	<u>4,052</u>	<u>210,195</u>

Unrestricted funds consisted of only the general fund for the year.

TIME2TALK

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

8. Comparatives for restricted funds movements (restated)

	Restated Opening balance £	Restated Income £	Restated Outgoings £	Restated Transfers £	Restated Closing balance £
NHS Northamptonshire Waiting List Reduction	5,006	-	(7,948)	4,994	2,052
LGBTQ Project (via Lowdown)	-	2,000	-	-	2,000
	<u>5,006</u>	<u>2,000</u>	<u>(7,948)</u>	<u>4,994</u>	<u>4,052</u>

See note 9 for restricted fund descriptions.

9. Restricted funds

	Restated Opening balance £	Income £	Outgoings £	Transfers £	Closing balance £
NHS Northamptonshire Waiting List Reduction	2,052	-	(2,183)	131	-
LGBTQ Project (Via Lowdown)	2,000	-	(2,000)	-	-
	<u>4,052</u>	<u>-</u>	<u>(4,183)</u>	<u>131</u>	<u>-</u>

Restricted funds represent grants and other income which are identified to be used for specific projects or purposes. Restricted fund balances are represented by cash and bank balances.

Lowdown LGBTQ grant is for the development of a specialised service in Daventry.

The NHS Northamptonshire Waiting List Reduction was for the use of group work and drop-in services which were disrupted due to COVID.

Income in respect of the core NHS Northamptonshire Grant and other services received via the REACH organisation has been restricted in previous years. However, upon further review of the grant documentation it has been agreed that the grants do not have narrower purposes than the charitable objectives and therefore the income is unrestricted. The 2022 accounts have been restated for this reason.

Transfers between funds

The transfer from General fund to NHS Northamptonshire Waiting List Reduction is due to an overspend on the restricted fund.

TIME2TALK

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

10. Unrestricted funds

	Restated Opening balance	Income	Outgoings	Transfers	Closing balance
	£	£	£	£	£
General funds	206,143	171,364	(218,315)	(131)	159,061

The closing balance of £159,061 includes the following commitments. A balance of £32,223 is to be reallocated to the Lowdown as agreed by REACH. £19,000 will be returned to Youthworks as a redistribution of happier families funding, £48,302 is committed towards delivering the agencies objectives. The free reserves of £59,536 includes redundancy and rent commitments of £38,000 in the event of closure leaving £21,536 as free reserves to be used on overspends.

11. Leasing agreements

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2023 £	2022 £
Within one year	7,100	7,100
Between 1-5 years	7,100	14,200
	<u>14,200</u>	<u>21,300</u>

12. Transactions with Related Parties

There have been no transactions with related parties during the year ended 31 March 2023 nor the year ended 31 March 2022.

13. Ultimate Controlling Party

The charity is under the control of its trustees, as listed on Page 1.

Time2Talk

The Abbey

Market Square

Daventry

Northants NN11 4XG

Telephone: 01327 706706

info@time2talk.org.uk

www.time2talk.org.uk

Registered Charity No. 802472

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Accounts

2022 Annual Report and Review

Time **2** TALK



Registered Charity No. 802472

Time2Talk
(Daventry Information and Counselling Service)
The Abbey
Market Square
Daventry
Northants NN11 4XG

Email: info@time2talk.org.uk
www.time2talk.org.uk
Registered Charity No. 802472

Board of Trustees: *(all voluntary positions)*

Suzy Dion	Chairperson
Dr Sue Davies	Vice-Chair
Gordon Barker	Treasurer, Secretary
Julie Luvaglio	Trustee

Staff Team:

Andy Nixon	Chief Operating Officer/Fundraiser
Sylvia Birch	Counsellor and Towcester Service Manager
Ashley Southgate	Data and Information Officer

Supervision:

Jayne Innes	Clinical Supervisor
--------------------	---------------------

We would also like to give a huge thank you to our team of self-employed counsellors and volunteers!!

INDEX

Acknowledgements	2
Service Opening Times	3
Mission Statement	4
Active Involvement Activity	5
Equal Opportunities Policy	5
Chairperson's Report	6
Chief Officers Annual Report and Review	7
Data and Information Report	10
A Therapeutic Counsellors Perspective	13
Counsellor/Towcester Service Manager Report	14
The Time2Talk Team	15
Time2Talk Accounts	17

Acknowledgements

Time2Talk were successful in securing grant funding from the following organisations:

Northamptonshire NHS/Public Health

Chlamydia screening and needle exchange continue to generate funds towards our core costs

We also received donations or support from:

Garrick Hawkes, executor of the estate of his Nephew Justin Broersma, donated £5,000. One of the largest private donations that we have ever received and for which we were deeply moved.

We'd also like to thank everyone who has supported us over the last year

Proud to be a referring agent for the Daventry Foodbank

Time2Talk is registered for Gift Aid

TIME2TALK – Service Opening Times

	Opening Times - Daventry		
Monday – Thursday	10:00am	–	5:30pm
Friday	10:00am	–	2:00pm
Saturday	10:00am	–	4:00pm
Sunday	Closed		

Towcester Service

MONDAY

Towcester - The Chantry 1:30pm – 5:30pm

WEDNESDAY

Towcester – The Chantry 12:45pm - 6:15pm

Mission Statement

To offer quality free information, counselling to improve mental health, therefore reducing clinical admissions into the NHS and to provide the resources necessary for young people aged 13-25 to make informed decisions about their sexual health.

To actively challenge prejudice of all kinds and to promote equality throughout our work.

To actively seek new working opportunities within the ethical framework and boundaries of Time2Talk.

To promote social inclusion through our work.

To provide a listening ear for those in emotional distress and to have a positive impact on improving the mental health of young people.

To provide up to date quality information literature on those subjects that affect young people and also for family members concerned about a young person.

To network with other organisations in order to strengthen resources and work together in tackling the many issues that impact on a young person's emotional well-being and mental health.

As an Organisational Member of British Association for Counselling & Psychotherapy we are bound by its Ethical Framework for Good Practice in Counselling and Psychotherapy, the Ethical Guidelines for Researching Counselling and Psychotherapy (where organisations undertake research) and subject to the Professional Conduct Procedure for the time being

Active Involvement Activity

Time2Talk are committed to the Active Involvement of young people in the planning of its services. We have achieved bronze standard charter mark as recognition of this.

Equal Opportunities Policy

Time2Talk recognises the inherent worth of every human being and firmly believe that every human being has something to offer the community. We aim to ensure that no member of our team, no volunteer or management committee member, organisation or individual to whom we provide services to will be discriminated against on any of the following grounds:

- Unrelated Criminal Conviction
- Age
- Class
- Employment Status
- Political Belief
- Race, colour, nationality, ethnic or national origin
- Religion
- Gender, sexual orientation or marital status
- Disability

Time2Talk aims to ensure that all potential staff, volunteers or management committee members are recruited in line with the above. If instances of discrimination occur within the organisation or within an organisation or venue where Time2Talk are providing a service, Time2Talk will take positive action against such discrimination.

Chairperson's Report

This is my first report as Chairperson, as Dr Sue Davies and I have switched places, I from Vice Chair to Chair and Sue from Chair to Vice Chair. This will continue in the coming year. This year has been an extraordinary ride as we have begun the journey out of the pandemic. Andy has kindly provided a very detailed Chief Operating Officer's report, which I will not replicate here.

I must take this opportunity to commend and thank Andy. His ongoing hard work and resilience in coping through the pandemic and now as we begin the journey back to normality. Let's hope that the pandemic and lockdowns are now behind us.

Partnership working has been high on the agenda this year. Andy has detailed the changes this year, but in summary, the picture remains complicated by the REACH entity not being formally ratified, requiring the continued individual commissioning with each service provider.

We remain committed to working together with other members of REACH to ensure high quality, needs driven service provision throughout the county and look forward to continuing to work with our partners over the coming months. Ultimately, as one of the smaller members of REACH we struggle to be able to be involved in all the initiatives discussed by the consortium.

We do, however, remain immensely proud of the high quality counselling and interventions offered by our small team of counsellors, staff and volunteers. I want to thank them all for their hard work and dedication over the last year.

Service provision can now be in person again, T2T offers a mixture of in person, virtual and telephone support to give our young people the most options to get the support they need. As Andy outlined, certain initiatives have come on board which have brought with them some welcome additional resources.

Furthermore, Covid recovery funding has been very useful, although quickly eaten up by the additional rental charges for the extra rooms needed to ensure correct distancing when face to face work has occurred, this will now ease. Needless to say, our accommodation costs remain a burden on our resources and we await the details of any changes following the council merger with some trepidation. As always, we are disadvantaged in comparison to the other members of REACH due to our rental charges.

I think the main task I must fulfil in this report is to recognise and thank the team. In addition to those mentioned above I must also thank Ashley for his hard work at completing the data submissions required as part of our contract and for his ongoing dedicated support to the running of T2T.

I must also thank Gordon who continues his methodical analysis and organisation of the accounts and DNG who continue to provide excellent examination of these accounts. Finally, my thanks also to my fellow trustees who have continued to support T2T despite their own difficulties in such an unprecedented year. We would like to recruit more trustees and I would encourage anyone interested to contact me for further information.

Suzy Dion
Chair

Chief Officers Annual Report and Review

Introduction.

This year has barrelled along at an alarming rate. It's been another year of challenges and increased demand on our services. Covid 19 impacted on children and families greatly but we are moving forward from the restrictions and other measures that were placed on organisations. The legacy of Covid also had a profound effect on our people as well that work for us at all levels.

The ongoing longer-term effects of the pandemic have led to high level debilitating anxiety amongst many young people and other global events also take their toll. Young people are concerned not just about their own emotional wellbeing and mental health but also for their families at a time of an unprecedented cost of living increase alongside concerns about the environment and about the war in Ukraine. Young people are not immune from the effects of the news around them.

Our biggest challenge in many ways is trying to offer services across a huge, mainly rural, district. We maintained our base in Daventry, and maintain our space in Towcester to give those living in South Northants the opportunity of attending a nearer face to face provision but alongside that we have continued with a remote offer so an over the phone or zoom course of therapy sessions can suit those in remoter locations much better.

Many young people do prefer and request a face to face service and it's been great to return to that as a core offer however many are responding well to over the phone or Zoom. Operating across a larger rural district brings extra challenges in terms of logistics and what we can and can't do so a remote offer is not a second class offer as it offers greater flexibility as some of our counsellors can work evenings and weekends. With the resources we have we can't be everywhere but what we do we do to the best our ability.

We remain members of the REACH collaborative. As yet the collaborative has yet to constitute itself as a legal entity as required by the commissioners of our services. We at Time2Talk were hoping REACH would go down a registered charity route however the majority of members are favouring a different approach. Reach is made of up: Youthworks in Kettering, Service Six in Wellingborough, The Lowdown in Northampton and Chat in Oundle.

Youthworks lead on the Happier family's initiative and digital solutions (and a number of county wide projects that we are not directly involved in) The Lowdown lead on the emotional wellbeing Cafes and on the Rapid Response projects that we deliver whilst Service Six lead on the tier 2.5 projects for which we received a small amount of funding and they also run a county wide suicide bereavement project. All of these projects are

funded via the NHS in some form or another and we are all required to flow data for these projects into the NHS via Youthworks in Kettering.

All of these projects require a lot of administration especially when it comes to the data requirements. The collection of data is a contractual requirement and of course we have to publish our NHS DTSP toolkit each year in order to demonstrate our compliance with various systems and processes. You will read more about data in our Information officers report. I have to say Ash does a sterling job in this regard!

We have to extend our heartfelt thanks to our small team of staff, sessional counsellors, and volunteer Trustees who have stuck with us for another year. Ash for maintaining and developing the IT systems we need to manage the data we are required to process. We thank Sylv for her help in looking after the Towcester provision and for her ongoing work with young people. We have a great team of sessional therapists who have been invaluable in helping us deliver more sessions to young people with often complex needs, so thanks to Eve, Helen and Prem and also to Julie who took up the mantle at a time when the waits were getting very high. We need to do more here to ensure the referral to treatment time reduces. That said we are still much faster than some statutory providers.

Funding our services.

We maintained our core grant in order to deliver counselling provision to as many young people across this massive geographic area as possible. This in itself is extremely challenging due to logistics and rurality but we believe we do a great job with the resources we have available.

Our drop-in provision that isn't directly funded (Chlamydia screening, Needle exchange, condoms and pregnancy testing as well as food bank) are slowly picking up again.

We maintained resources under the rapid response contract which means we can offer counselling appointments quickly to young people who may have been admitted to A & E following a self-harm episode.

The happier family's initiative has supported a number of families via information and access to the virtual programme however there have been delays on the part of the lead provider in securing or offering proper training for the virtual programme. We understand this is in hand and will be forthcoming shortly. Funds are carried forward for the current financial year.

We received some digital solutions funding via youthworks and this can be utilised for the development of IT systems and for staff hours in achieving that.

We launched an emotional well-being café this year with funds from the NHS but via the Lowdown who've been offering these services for quite some time. Ours is now taking

off. It is a drop-in offered on Saturdays that young people can access without an appointment and this runs from our Daventry base.

We have some resource that will enable us develop some specific LGBTQ plus service in partnership with Lowdown Northampton and we look forward to seeing this flourish moving forward.

We look forward to future opportunities as they become available.

A note on reserves.

The trustees have ensured we have sufficient reserves to meet our legal obligations should the worse happen and our honorary treasurer Gordon has again done a great job keeping an eye on the figures and preparing our accounts for independent examination.

Finally

Young people have always been at the heart of what we do, they drive everything, it's the reason why we are here. It doesn't matter who they are or where they are from.

We are open to anyone regardless of gender, ethnicity sexuality or however they identify the door has always been open.

We know we can't be everywhere we know we can't work miracles but the environment we operate in and the issues young people present to us are getting ever more complex and the issues our counsellors face are getting ever more involved and high level.

Organisations like ours can't be expected to solve all of the issues young people have. There has to be a systematic approach that sees youth clubs return, greater funding for community-based activities and environmental activities to go alongside therapies like the ones we try and offer.

Andy Nixon
Chief Operating Officer

Data and Information Report

I submit data to NHS Northamptonshire for the various NHS funded projects that we have run over the past year. This includes the core counselling, rapid response, tier 2.5 and the emotional wellbeing café that started in November.

In addition, I also submit data to NHS England for the MHSDS. The requirements are becoming increasingly complex but I hold regular meeting with my data equivalents in our REACH partners. This have been a great help in getting to grips with the increasingly complicated data requirements (plus it's always reassuring to find out how other people also equally despair at data). But we all work hard to support each other in ensuring the data we submit to the NHS is of the highest possible quality.

Over the last year we have had 369 referrals into our service for counselling, broken down into:

- Core counselling and tier 2.5	308
- Rapid response	50
- Aspire higher	11

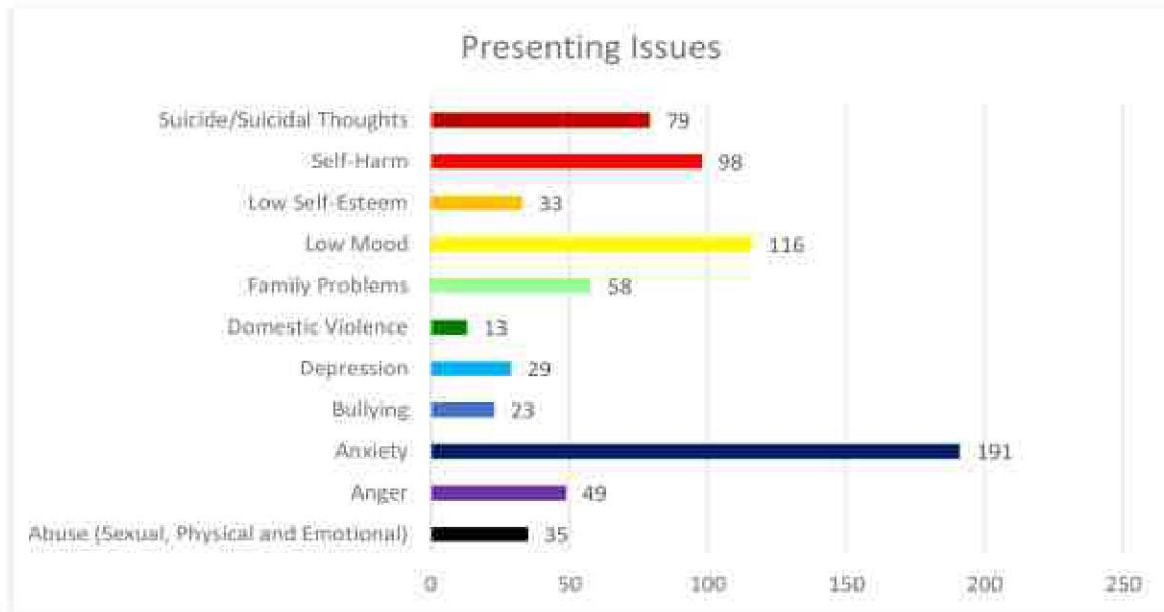
The number of referrals we received were at the highest in March (51), which is the same as the previous year. They were also high in September (35) and January (43) which is likely to be the result of the return to school after summer and Christmas holidays while they were also high in May (42) when exams will be starting. While referrals were at their lowest during the summer, July (25) and August (19) in particular. This is likely to be the result of school holidays and young people being removed from a cause of their anxiety/stress.

On top of the 369 referrals we have also started our emotional wellbeing café at the end of the year. The café is a drop-in service, where young people can come in to speak to a counsellor without ever needing an appointment. It was initially slow to start with but the number of people accessing has increased and continues to do so in the new financial year.

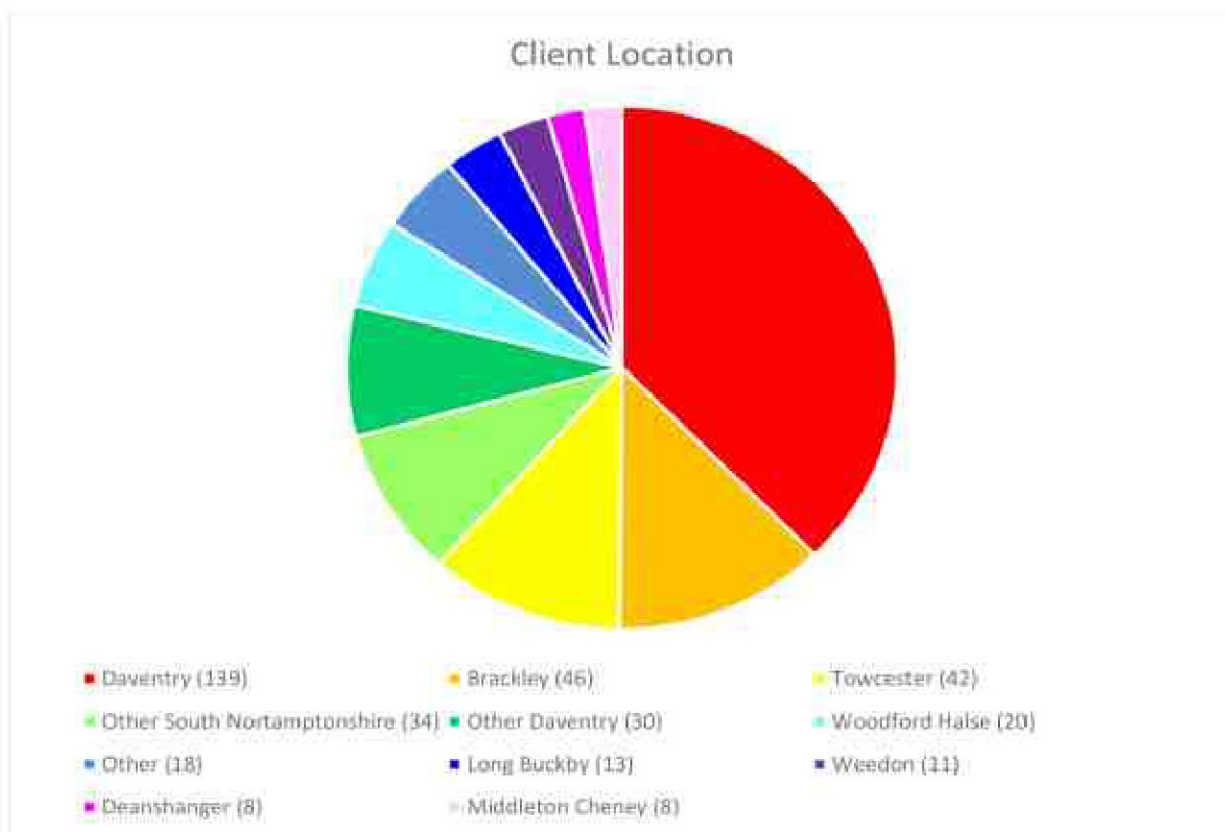
Before every session our clients complete a CORE YP which allows us to measure how their mood changes over the period of therapy. We also offer service feedback forms for clients to fill out once they have completed their counselling, through these:

- 91.6% of clients answered 'quite a bit' or 'totally' when asked if they felt satisfied as a result of their counselling.
- 89.3% of clients improved or maintained their CORE YP score at the end of their service
- 88.8% of emotional wellbeing café clients reported an improvement in their mood after attending the café.

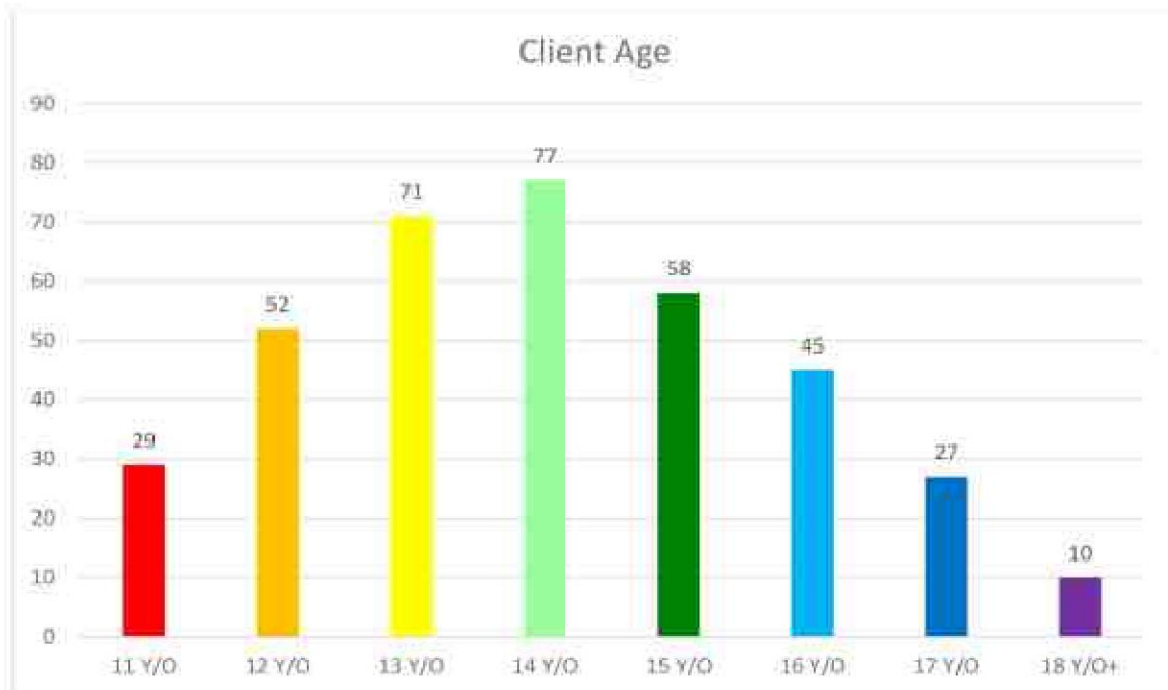
The graph below shows the issues that were most commonly mentioned at referral. Anxiety remains the most common presenting issues with just over half our clients having experienced it but low mood, self-harm and suicidal thoughts are also high.



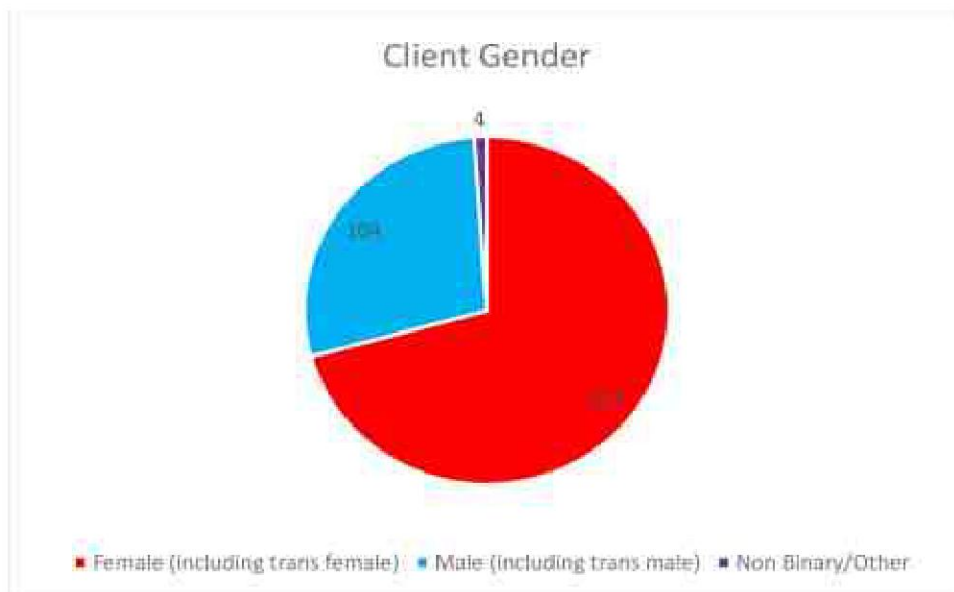
In terms of location, 213 of our counselling referrals come from Daventry District and 138 from South Northamptonshire. The remaining 18 were from clients who lived outside Northamptonshire but we were still able to see if their registered GP is within the county.



For age, 13-15 year olds continue to be the most common ages for people referred into us.



While for gender 261 of our counselling referrals identified as Female. Significantly higher than the number of male referrals. A 71-28 percentage split between Female and Male with the remaining 1% identifying as non-binary.



Ashley Southgate,
Data and Information Officer

A Therapeutic Counsellors Perspective

I have been part of Time2Talk since I joined the organisation in September 1998 as a volunteer. A year later, in 1999, I was employed as an Outreach Development Worker. After a number of years, I became an NHS employee but still donated time to the agency. After my retirement from the NHS, I became a Trustee for Time2Talk and since March 2021 I also work as a self-employed counsellor.

My last few years with the NHS were working at CAMHS (Northamptonshire) as Pathway Lead for Gender Identity and Sexuality. Using my experience in this role, I now see many of the young people with Gender Identity who are referred in to Time2Talk. The number has increased in the last few years, in line with the National figures for Gender Dysphoria.

I am seeing an increase in referrals for anxiety, family problems, phobias and low mood, which may be down to the Covid lockdown experience and also the concern over the war in Ukraine. Many of the issues that we are facing in this country have been beyond our control and have provoked anxiety in adults, which in turn affects our young people.

Time2Talk has always been a fantastic place to work and although the agency is small, in comparison with many other Youth Counselling agencies in the county, it has always covered the huge area of Daventry District and South Northamptonshire. I have enjoyed working with committed and hard-working staff and volunteers, with the emphasis on providing a high quality of service to our young people and their families.

Since the Covid pandemic, we have discovered new ways of working, now offering zoom and telephone appointments, alongside the face to face appointments.

Julie Luvaglio

Therapeutic Counsellor/ Trustee

Counsellor and Towcester Service Manager Report

This report provides an outline of work undertaken, and developments made in the post of Counsellor and Towcester Service Manager in the period up to April 2022.

The referrals continue to come in. We receive them from the CYPRMC, GPs, Support and Social Workers, school, family members and friends as well as a number of self-referrals from the young person themselves who need counselling.

Here are some of the issues young people are facing over this last year: anxiety, stress, panic attacks, exam pressure, bullying, phobias, depression, low self-esteem, self-harm, gender identity, eating disorders, suicidal thoughts, bereavement, sexuality and abuse along with many, many others.

Our clients are offered either face to face or remote counselling, remote can be done over the phone or via zoom. A lot of our clients continue to find remote counselling helpful even after full time face to face work has resumed as it can allow them to be more flexible over the times they can do and enables them to have counselling at their own homes or in school without having to travel. While face to face sessions are offered in either Daventry or Towcester, clients are given an initial six session hopefully resulting in a positive outcome, however if the client and the counsellor feel they would benefit with a few more sessions they can be offered additional sessions up to a maximum of twelve.

I'd like to say thank you Jayne for your supervision and support which has enabled me to have positive outcomes with my clients which I have shared with my clients. So again thank you for your support over this last year.

And to Andy as well a big thank you for your support over this last year, it's been a very difficult and very challenging year for us all but you got us through it.



Sylvia Birch
Towcester Service Manager and Outreach Counsellor

The Time2Talk Team





**DAVENTRY INFORMATION AND COUNSELLING SERVICE
(TIME2TALK)
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

TIME2TALK

FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

CONTENTS

	Page
Legal and administrative details	1
Trustees' report	2
Independent Examiners report	8
Statement of Financial Activities	9
Balance Sheet	10
Notes to the Financial Statements	11

TIME2TALK

YEAR ENDED 31 MARCH 2022

LEGAL AND ADMINISTRATIVE DETAILS

Charity registration number: 802472

Principal address: The Abbey
Market Square
Daventry
Northamptonshire
NN11 4XG

Trustees: Suzy Dion – Chairperson
Dr Susan Davies – Vice Chair
Julie Luvaglio

Honorary Treasurer: Gordon Barker

Bankers: HSBC
29 Bowen Square
Daventry
Northamptonshire
NN11 4ER

Independent Examiners: DNG Dove Naish LLP
Eagle House
28 Billing Road
Northampton
NN1 5AJ

TIME2TALK**YEAR ENDED 31 MARCH 2022****REPORT OF THE TRUSTEES**

The Trustees present their report together with financial statements for the year ended 31 March 2022.

Structure, governance and management

Time2Talk is governed by a constitution adopted in 1989, amended in November 1999, September 2006 and in November 2011. The organisation was registered as a charity on 8 January 1990.

Trustees

Trustees are sought on the basis of their experience and skills in the counselling and youth work field, or for other skills as the existing trustees may from time to time determine would be of value to the charity. Election of trustees takes place at the AGM at which all members are entitled to vote. Trustees may co-opt to the Board in the case of vacancy or need between AGMs.

Trustees are given a full induction and encouraged to undertake further training during their time in office. The present membership of the Board is set out on page 1.

Objectives and activities

The objects of the charity as stated in the constitution are “to assist in the promotion of the physical and moral welfare of young people in Daventry and District and to facilitate their education so that they grow to full maturity as responsible citizens and their quality of life may be improved”.

In directing the activities undertaken by the charity the trustees have had regard to the Charity Commission’s guidance on public benefit.

The trustees consider that the charity’s activities meet the public benefit test as the focus of the charity’s work is on adolescent health and wellbeing.

Reserves Policy

Time2Talk are conscious of the need to establish a realistic level of reserves at the time when it is opening multiple and complex projects, and during a period of financial uncertainty for the Voluntary Youth Sector in Northamptonshire.

The Trustees of the Charity have decided that our Reserves Policy takes into account the following areas:

- Salaries for the equivalent of three full-time well established staff; this we estimate to be three months salary plus statutory redundancy payments for qualifying staff.

Levels of Reserves

In order for the Charity to maintain its commitments should the above situations arise, the Trustees have determined to aim at maintaining reserves of:

Salaries £20,000

The reserves figures will be reviewed annually at the meeting prior to the end of the financial year, and will be presented in the Annual Report with the accounts. Unrestricted reserves held at the year end are £46,267, which is in line with the above policy.

Financial Review

Included in the balance sheet at 31 March 2022 is total reserves carried forwards of £210,195, including £163,928 of restricted reserves.

TIME2TALK**YEAR ENDED 31 MARCH 2022****REPORT OF THE TRUSTEES**

STATEMENT OF TRUSTEES RESPONSIBILITIES


The trustees are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England and Wales, the Charities Act 2011, Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charity for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by order of the board of trustees on and signed on its behalf by:



Suzy Dion

Date: 22/07/22

TIME2TALK

YEAR ENDED 31 MARCH 2022

REPORT OF THE TRUSTEES

ACHIEVEMENTS AND PERFORMANCE

CHAIRPERSON'S REPORT

This is my first report as Chairperson, as Dr Sue Davies and I have switched places, I from Vice Chair to Chair and Sue from Chair to Vice Chair. This will continue in the coming year.

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Suzy Dion
Chair

TIME2TALK

YEAR ENDED 31 MARCH 2022

REPORT OF THE TRUSTEES

ACHIEVEMENTS AND PERFORMANCE

CHIEF OPERATING OFFICERS ANNUAL REPORT

Introduction

This year has barrelled along at an alarming rate. Covid 19 impacted on children and families greatly but we are moving forward from the restrictions and other measures that were placed on organisations. It's been another year of challenges and increased demand on our services. The legacy of covid also had a profound effect on our people as well, the people that work for us at all levels.

The ongoing longer-term effects of the pandemic have led to high level debilitating anxiety amongst many young people and other global events also take their toll. Young people are concerned not just about their own emotional wellbeing and mental health but also for their families at a time of an unprecedented cost of living increase alongside concerns about the environment and about the war in Ukraine. Young people are not immune from the effects of the news around them.

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TIME2TALK**Page 6****YEAR ENDED 31 MARCH 2022****REPORT OF THE TRUSTEES**

CHIEF OPERATING OFFICERS ANNUAL REPORT (continued)**Funding our services**

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Andrew Nixon BA (Hons) MBE
Chief Operating Officer

TIME2TALK**INDEPENDENT EXAMINERS REPORT****FOR THE YEAR ENDED 31 MARCH 2022**

I report on the accounts of the Charity for the year ended 31 March 2022 which are set out on the attached pages 8 to 16.

Responsibilities and basis of report

As the charity trustees of the Trust you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the Trust's accounts carried out under section 145 of the Act and in carrying out my examination I have followed all applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of ICAEW which is one of the listed bodies.

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

1. accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination.

I confirm that there are no other matters to which your attention should be drawn to enable a proper understanding of the accounts to be reached.

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our independent examination work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an independent examiner's 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 charity and the charity's trustees as a body, for our independent examination work, for this report, or for the opinions we have formed.



Nicola Fox FCA
DNG Dove Naish LLP
Chartered Accountants
Eagle House
28 Billing Road
Northampton
NN1 5AJ

Date: 22 July 2022

TIME2TALK

STATEMENT OF FINANCIAL ACTIVITIES

FOR THE YEAR ENDED 31 MARCH 2022

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
Incoming resources					
Incoming resources from generated funds					
Voluntary income					
Grants	2	-	233,926	233,926	125,348
Donations & Gift Aid		45	-	45	1,645
Legacies		5,000	-	5,000	-
Investment income		11	-	11	44
Other incoming resources					
Costs reimbursed		13,052	-	13,052	7,920
Employment allowance		4,000	-	4,000	4,000
Total incoming resources		<u>22,108</u>	<u>233,926</u>	<u>256,034</u>	<u>138,957</u>
Resources expended					
Charitable activities					
Salaries, NIC and pension	3	4,161	88,132	92,293	80,345
Travel costs – staff		-	1,753	1,753	1,328
Travel costs – volunteers		-	23	23	-
Sexual health and education		-	60	60	-
Office accommodation		-	16,143	16,143	16,464
Telephone and postage		-	853	853	992
Stationery and photocopying		-	631	631	340
Fees, courses and subscriptions		-	41,706	41,706	21,709
Advertising		-	183	183	156
IT costs		-	1,110	1,110	1,278
Insurances		-	864	864	825
Sundry office costs		-	142	142	64
Independent Examiner's fee	5	700	-	700	700
Total resources expended		<u>4,861</u>	<u>151,600</u>	<u>156,461</u>	<u>124,201</u>
Net income / expenditure		17,247	82,326	99,573	14,756
Transfers between funds		(4,994)	4,994	-	-
Net movement in funds		<u>12,253</u>	<u>87,320</u>	<u>99,573</u>	<u>14,756</u>
Total funds brought forward		<u>34,014</u>	<u>76,608</u>	<u>110,622</u>	<u>95,866</u>
Total funds carried forward		<u>46,267</u>	<u>163,928</u>	<u>210,195</u>	<u>110,622</u>

TIME2TALK

BALANCE SHEET AT 31 MARCH 2022

	Note	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
Current assets					
Accrued income		-	-	-	7,978
Cash at bank and on deposit		46,897	168,761	215,658	106,694
Cash in hand		70	-	70	70
		<u>46,967</u>	<u>168,761</u>	<u>215,728</u>	<u>114,742</u>
Creditors amounts falling due within one year					
Accruals		700	4,833	5,533	2,400
Social security		-	-	-	1,720
		<u>700</u>	<u>4,833</u>	<u>5,533</u>	<u>4,120</u>
Net current assets		<u>46,267</u>	<u>163,928</u>	<u>210,195</u>	<u>110,622</u>
Net assets		<u>46,267</u>	<u>163,928</u>	<u>210,195</u>	<u>110,622</u>
Funds of the charity					
Unrestricted funds	9	46,267	-	46,267	34,014
Restricted funds	8	-	163,928	163,928	76,608
		<u>46,267</u>	<u>163,928</u>	<u>210,195</u>	<u>110,622</u>

These accounts were approved on by the Management Committee and signed on its behalf.



Suzy Dion
Chairperson



Dr Susan Davies
Vice - Chairperson

Date: 22/07/22

TIME2TALK**NOTES TO THE FINANCIAL STATEMENTS****FOR THE YEAR ENDED 31 MARCH 2022**

1. Accounting Policies**Basis of accounting**

The financial statements of the charity, 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 Charities Act 2011. The financial statements have been prepared under the historical cost convention.

The charity is an unincorporated charity registered in England and Wales. Its charity number and registered office are listed on page 1.

The presentational currency of the financial statements is the Pound Sterling (£).

Incoming Resources**Recognition of Incoming Resources**

These are included in the Statement of Financial Activities (SOFA) when:

- the Charity becomes entitled to the resources;
- the Trustees are virtually certain they will receive the resources; and
- the monetary value can be measured with sufficient reliability.

Grants and Donations

Grants and donations are only included in the SOFA when the charity has unconditional entitlement to the resources.

Volunteer Help

The value of any voluntary help received is not included in the accounts but is described in the trustees' annual report.

Investment Income

This is included in the accounts when receivable.

Income is recognised as received or when receipt is certain.

Expenditure and Liabilities**Liability Recognition**

Liabilities are recognised as soon as there is a legal or constructive obligation committing the Charity to pay out resources

Governance Costs

Includes costs of the preparation and examination of statutory accounts, the cost of trustee meetings and cost of any legal advice to trustees in governance or constitutional matters.

TIME2TALK**NOTES TO THE FINANCIAL STATEMENTS****FOR THE YEAR ENDED 31 MARCH 2022**

1. Accounting Policies (continued)**Tangible Fixed assets for use by Charity**

These are capitalised if they can be used for more than one year, and cost at least £500. They are valued at cost or if gifted, at the value to the charity on receipt. Depreciation is provided at the following rates to write off all tangible fixed assets over their expected useful lives:

Office equipment	25% on cost
------------------	-------------

Depreciation methods, useful lives and residual values are reviewed at each balance sheet date. The selection of these residual values and estimated lives requires the exercise of judgement. The directors are required to assess whether there is an indication of impairment to the carrying value of assets. In making that assessment, judgements are made in estimating value in use. The directors consider that the individual carrying values of assets are supportable by their value in use

Financial instruments

Cash and cash equivalents in the balance sheet comprise cash at banks and in hand and short term deposits with an original maturity date of three months or less.

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in the statement of financial activities.

Going Concern

The Trustees have considered a period of 12 months from the date of approval of these financial statements and have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus they continue to adopt the going concern basis of accounting in preparing the financial statements.

TIME2TALK

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

2. Grants

	2022	2021
NHS Northamptonshire (PCT)	95,730	95,731
Rapid Response NHS	13,490	-
Emotional Wellbeing Caf�es (via Lowdown)	12,400	-
Happier Families Youth Works	-	19,811
LGBTQ Project (via Lowdown)	2,000	-
NHS Northamptonshire Additional	104,306	-
Northamptonshire Community Foundation	-	9,806
Digital Development and Bid Writing	6,000	-
	<u>233,926</u>	<u>125,348</u>

3. Staff costs and trustees remuneration

	Total 2022 �	Total 2021 �
Gross wages	82,518	72,405
Social security costs	7,753	6,437
Pension	2,022	1,503
	<u>92,293</u>	<u>80,345</u>

No employee received remuneration amounting to more than  60,000 in either year.

Once trustee received  4,130 (2021: Nil) for counselling services provided.

Key management personnel remuneration totalled  48,370 (2021:  47,632) for the year.

4. Average number of employees

	2022 Number	2021 Number
Care	2	2
Management and administration	1	1
	<u>3</u>	<u>3</u>

5. Independent Examiners remuneration

	Total 2022	Total 2021
Independent examiners fees for examination	700	700
	<u>700</u>	<u>700</u>

TIME2TALK

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

6. Comparatives for the statement of financial activities

	Unrestricted Funds £	Restricted Funds £	Total 2021 £
Incoming resources			
Incoming resources from generated funds			
Voluntary income			
Grants	798	124,550	125,266
Donations and Gifts	1,645	-	1,645
Investment income	44	-	134
Other incoming resources			
Costs reimbursed	7,920	-	1,965
Employment allowance	4,000	-	3,000
Total incoming resources	<u>14,407</u>	<u>124,550</u>	<u>138,957</u>
Resources expended			
Charitable activities			
Salaries, NIC and pension	589	79,756	80,345
Travel costs – staff	-	1,328	1,328
Travel costs – volunteers	-	-	-
Sexual health and education	-	-	-
Office accommodation	-	16,464	16,464
Telephone and postage	-	992	992
Stationery and photocopying	-	340	340
Fees, courses and subscriptions	2,450	19,259	21,709
Advertising	-	156	156
IT costs	-	1,278	1,278
Insurances	-	825	825
Sundry office costs	-	64	64
Independent Examiner's fee	700	-	700
Total resources expended	<u>3,739</u>	<u>120,462</u>	<u>124,201</u>
Net income / expenditure	10,668	4,088	14,756
Gross transfers between funds	(910)	910	-
Net movement in funds	<u>9,758</u>	<u>4,998</u>	<u>14,756</u>
Total funds brought forward	<u>22,256</u>	<u>71,610</u>	<u>95,866</u>
Total funds carried forward	<u>34,014</u>	<u>76,608</u>	<u>110,622</u>

Unrestricted funds consisted of only the general fund for the year

TIME2TALK

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

7. Comparatives for restricted funds movements

	Opening balance £	Income £	Outgoings £	Transfers £	Closing balance £
Happier Families Youth Works	17,348	19,013	2,783	-	33,578
NHS Northamptonshire Waiting List Reduction	11,837	-	(6,831)	-	5,006
NHS Northamptonshire	37,150	95,731	(94,857)	-	38,024
NHS Northamptonshire	5,275	-	(5,275)	-	-
Northampton Community Foundation	-	9,806	(10,716)	910	-
	<u>71,610</u>	<u>124,550</u>	<u>(120,462)</u>	<u>910</u>	<u>76,608</u>

See note 8 for restricted fund descriptions.

8. Restricted funds

	Opening balance £	Income £	Outgoings £	Transfers £	Closing balance £
NHS Northamptonshire	38,024	95,730	(111,729)	-	22,025
NHS Northamptonshire	-	104,306	-	-	104,306
NHS Northamptonshire Waiting List Reduction	5,006	-	(7,948)	4,994	2,052
Happier Families Youth Works	33,578	-	(5,744)	-	27,834
LGBTQ Project (via Lowdown)	-	2,000	-	-	2,000
Emotional Wellbeing Café's		12,400	(11,313)	-	1,087
Rapid Response		13,490	(13,250)	-	240
Digital Solutions		6,000	(1,616)	-	4,384
	<u>76,608</u>	<u>233,926</u>	<u>(151,600)</u>	<u>4,994</u>	<u>163,928</u>

TIME2TALK

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

8. Restricted funds - continued

The Northamptonshire NHS Grant received during the year was £95,730 and is for the provision of therapeutic counselling services in Daventry District and South Northamptonshire.

The Rapid Response grant is for the delivery of a more urgent, but non-emergency service for young people who may have presented at A & E following serious self-harm,

Emotional Well-being cafes grant is for the provision of a drop-in service for young people in need of a space to talk, explore options and consider future actions without the need for an appointment.

Lowdown LGBTQ grant is for the development of a specialised service in Daventry,

The grant from NHS of £104,306 is a one-off contribution to be split over 2 years, this is to assist in managing waiting lists and help capture NHS numbers when managing data systems.

Digital solutions grant is for development of data systems and contribution towards processing data on behalf of NHS.

The closing balance of the NHS Northamptonshire Waiting List Reduction is for the use of group work and drop-in services which were disrupted due to COVID and are still intended to be used for that purpose.

Happier families funding is for the delivery of virtual and drop-in sessions focusing on the five keys to happiness principle. The remaining funding is carried forward to maintain the project during the next financial year.

The transfer from the general fund to the NHS Northamptonshire Waiting List Reduction fund is due to a mis-allocation of restricted income in 2021.

9. Unrestricted funds

	Opening balance £	Income £	Outgoings £	Transfers £	Closing balance £
General funds	<u>34,014</u>	<u>22,108</u>	<u>(4,861)</u>	<u>(4,994)</u>	<u>46,267</u>

All unrestricted funds per the SOFA for both the current year and the year ended 31 March 2021 are general funds and can be used by the charity as they wish.

10. Leasing agreements

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2022 £	2021 £
Within one year	7,100	6,515
Between 1-5 years	<u>14,200</u>	<u>-</u>
	<u>21,300</u>	<u>6,515</u>

Time2Talk

The Abbey

Market Square

Daventry

Northants NN11 4XG

Telephone: 01327 706706

info@time2talk.org.uk

www.time2talk.org.uk

Registered Charity No. 802472

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Accounts

2021 Annual Report and Review

Time **2** TALK



Registered Charity No. 802472



Time2Talk
(Daventry Information and Counselling Service)
The Abbey
Market Square
Daventry
Northants NN11 4XG

Email: info@time2talk.org.uk
www.time2talk.org.uk
Registered Charity No. 802472

Management Board: (all voluntary positions)

Dr Sue Davies	Chairperson, Trustee
Suzy Dion	Vice-Chair, Trustee
Gordon Barker	Honorary Treasurer, Secretary
Julie Luvaglio	Trustee

Staff Team:

Andy Nixon	Chief Operating Officer/Fundraiser
Sylvia Birch	Counsellor and Towcester Service Manager
Ashley Southgate	Data and Information Officer

Supervision:

Jayne Innes	Clinical Supervisor
-------------	---------------------

We would also like to give a huge thankyou to our team of self-employed counsellors and volunteers!!

I N D E X

Acknowledgements	2
Service Opening Times	3
Mission Statement	4
Active Involvement Activity	5
Equal Opportunities Policy	5
Chairperson's Report	6
Chief Officers Annual Report and Review	8
Data and Information Report	12
A Therapeutic Counsellors Perspective	14
Counsellor/Towcester Service Manager Report	15
Fundraising and other events	17
Time2Talk Accounts	19

Acknowledgements

Time2Talk were successful in securing grant funding from the following organisations:

Northamptonshire NHS/Public Health
Northamptonshire Community Foundation
Youth Works Kettering Happier Families Initiative

Chlamydia screening and needle exchange continue to generate funds towards our core costs

We also received donations or support from the following:

DDC Chairman's Charity 2020-21
Barnardo's
Local Lotto Community

And everyone who has supported us over the last year

Proud to be a referring agent for the Daventry Foodbank

Time2Talk is registered for Gift Aid

TIME2TALK - Service Opening Times*

	Opening Times - Daventry
Monday - Thursday	10:00am - 2:00pm & 3:30pm - 5:30pm
Friday	10:00am - 2:00pm
Saturday	10:00am - 12:00pm
Sunday	Closed

Time2Talk's office hours differ from our opening times, our office times are:

Monday - Thursday	9.30am - 5.30pm
Friday	9.30am - 2.00pm
Saturday	9.30am - 12.00pm
Sunday	Closed

*These are our usual opening hours. However, over the last 12 months we have had to split our office space between admin and counselling but we have continued to work remotely as well as offering evening and weekend appointments.

Towcester Service

MONDAY

Towcester - The Chantry 2:00pm - 5:00pm

WEDNESDAY

Towcester - The Chantry 2:00pm - 5:00pm

Mission Statement

To offer quality free information, counselling to improve mental health, therefore reducing clinical admissions into the NHS and to provide the resources necessary for young people aged 13-25 to make informed decisions about their sexual health.

To actively challenge prejudice of all kinds and to promote equality throughout our work.

To actively seek new working opportunities within the ethical framework and boundaries of Time2Talk.

To promote social inclusion through our work.

To provide a listening ear for those in emotional distress and to have a positive impact on improving the mental health of young people.

To provide up to date quality information literature on those subjects that affect young people and also for family members concerned about a young person.

To network with other organisations in order to strengthen resources and work together in tackling the many issues that impact on a young person's emotional well-being and mental health.

As an Organisational Member of British Association for Counselling & Psychotherapy we are bound by its Ethical Framework for Good Practice in Counselling and Psychotherapy, the Ethical Guidelines for Researching Counselling and Psychotherapy (where organisations undertake research) and subject to the Professional Conduct Procedure for the time being

Active Involvement Activity

Time2Talk are committed to the Active Involvement of young people in the planning of its services. We have achieved bronze standard charter mark as recognition of this.

Equal Opportunities Policy

Time2Talk recognises the inherent worth of every human being and firmly believe that every human being has something to offer the community. We aim to ensure that no member of our team, no volunteer or management committee member, organisation or individual to whom we provide services to will be discriminated against on any of the following grounds:

- Unrelated Criminal Conviction
- Age
- Class
- Employment Status
- Political Belief
- Race, colour, nationality, ethnic or national origin
- Religion
- Gender, sexual orientation or marital status
- Disability

Time2Talk aims to ensure that all potential staff, volunteers or management committee members are recruited in line with the above. If instances of discrimination occur within the organisation or within an organisation or venue where Time2Talk are providing a service, Time2Talk will take positive action against such discrimination.

Chairperson's Report

This year has been an extraordinary journey as we continue to provide a service within the confines of the continuing pandemic. Andy has kindly provided a very detailed Chief Operating Officer's report, which I will not replicate here.

I must take this opportunity to commend and thank Andy. His ongoing hard work and resilience in coping with the everchanging requirements have navigated us through repeated lockdowns over the last 12 months. It was not only the practical issues in providing a service which have been difficult, but the on-going uncertainty of the prospect of returning to normal has hindered future planning and organisation. As Andy has highlighted, T2T leases rooms from the council and he has had to ensure compliance within rules governing the building as well as rules governing service provision within the sector.

Partnership working has been high on the agenda this year. Andy has detailed the changes this year, but in summary, the picture remains complicated by the REACH entity not being formerly ratified, requiring the continued individual commissioning with each service provider. We remain committed to working together with other members of REACH to ensure high quality, needs - driven service provision through -out the county and look forward to continuing to work with our partners over the coming months. Ultimately, as one of the smaller members of REACH we struggle to be able to be involved in all the initiatives discussed by the consortium. We do, however, remain immensely proud of the high quality counselling and interventions offered by our small team of counsellors, staff and volunteers. I want to thank them all for their hard work and dedication over the last year.

Service provision has, of course, been mainly remote over the lockdowns. As Andy outlined, certain initiatives have come on board which have brought with them some welcome additional resources. Furthermore, Covid recovery funding has been very useful, although quickly eaten up by the additional rental charges for the extra rooms needed to ensure correct distancing when face to face work has occurred. Needless to say, our accommodation costs remain a burden on our resources and we await the details of any changes following the council merger with some trepidation. As always, we are disadvantaged in comparison to the other members of REACH due to our rental charges.

I think the main task I must fulfil in this report is to recognise and thank the team. In addition to those mentioned above I must also thank Ashley for his hard work at completing the data submissions required as part of our contract and for his ongoing dedicated support to the running of T2T. I must also thank Gordon who continues his methodical analysis and organisation of the accounts and DNG who continue to provide an

excellent service examining these accounts. Finally, my thanks also to my fellow trustees who have continued to support T2T despite their own difficulties in such an unprecedented year. We would like to recruit more trustees and I would encourage anyone interested to contact me for further information.

Dr Sue Davies
Chairperson

Chief Officers Annual Report and Review

Introduction.

This year's report is again dominated by the global pandemic. It has framed and affected everything that we've done and have been able to do over the last 12 months. We've had lockdown, lockdown easing and lockdown again and at the time of writing things are starting to feel like they are coming under some kind of control. We realise though that there can be no room for complacency here. We have followed Government guidelines to the letter and introduced measures that include social distancing, sanitising, hand washing and other protocols for delivering the service.

For those working from home we've had to ensure that safeguarding and digital security policies are clear and robust to help keep everyone especially service users safe. Part of this has also meant working through the NHS's digital security and protection (DSP) toolkit. This is aimed at any organisation that processes data on behalf of the NHS and is designed to ensure a minimum level of compliance for services that are funded by them.

We do not own our building we lease our space from Daventry District Council which has now merged to become West Northants Council and so we have been subject to local authority rules around the use of the building. We currently have to operate an appointment only system for those coming in face to face and cannot at present access the building during the evenings although we are able to use the office on Saturday mornings for admin purposes.

The adaptations we had to make to working practices stay with us. We still cannot use our counselling rooms, they are too small and unventilated, our counsellors still work mainly from home however we have returned to some face to face work where possible but this involves hiring extra space that's big enough and involves leaving the admin space free for face to face service delivery in the afternoons.

It is quite a juggling act as those coming in (staff and Service users) also have to contend with regular rapid flow testing. Fortunately, though as our core contract is an NHS one the team were able to take advantage of a Covid vaccinations programmes offered to services deemed to be key!

Partnership working has remained at the forefront and whilst at times we can feel a bit cut off here in Daventry, we have maintained our membership of the Reach collaborative which involves us, Youthworks in Kettering, Service6 in Wellingborough, The Lowdown in Northampton and Chat in Oundle. We meet regularly and although the plan was for commissioners to work to a formal lead provider model or for REACH to become a legal entity that still hasn't happened. A lot of work was done on trying to establish REACH as a single body however due to various issues that wasn't possible.

It had been agreed that Youthworks from a commissioning point of view would be lead provider and Commissioners would issue just one contract, with the other REACH partners in effect subcontracted, but again that hasn't happened. We each continued (and will continue through the 2021-22 financial year) to have our own contract with the NHS/Public Health/Local authority. Part of the contract involves monthly data reporting and in addition data is also flowed into NHS England. Time2Talk remain responsible for flowing data into NHS England but for the year 2021-2 though all other data generated in terms of the core counselling contract will be flowed through Youthworks so that commissioners get a single spread sheet instead of five separate ones.

Despite Coronavirus Time2Talk maintained an extremely high level of continued service with the main casualties being our walk-in drop-in provision and new projects such as Happier Families. At the time of writing this continues to be the case and is likely to be the case as we go into the new financial year.

We unfortunately had to suspend our Towcester face to face service as the restrictions took hold. We continued to deliver vital emotional well beings services though to young people in South Northamptonshire and provided the team member with an iPad and phone to make that job a bit easier. There has of course been support from the office. Staff and self-employed counsellors have been able to access the office when need be to catch up and use the landline phones and collect paperwork. Jayne, our clinical counselling supervisor has done a brilliant job supporting therapists in their practice remotely.

The team have all been stressed both personally and by the changes we've all had to make as a result of Covid. We have not been able to engage with our volunteers as much but thank them for sticking with it! I want to thank our small staff team for everything they've done and our self-employed counsellors too for stepping up to the plate. Over the next year there are changes to the way we have to report data and new targets are likely to be introduced that we will have to meet. There is new work coming down the line that we may get involved with it, if we have the capacity and the space to accommodate it.

Thanks, to the trustees who have stayed with us, we do need more, independent and local people and will make a concerted effort as lockdown eases to offer trustee places to those that live in the community in which we work. Gordon our Treasurer stood down as a trustee last year, formally resigning at the last AGM but thankfully agreed to remain as Honorary Treasurer, a crucial role for which we as an organisation are extremely grateful.

Services and funding.

We maintained our core counselling grant with a slight uplift against the previous year. Counselling services continued at full capacity via phone or Zoom. Most young people have responded well to that but with some preferring to wait for face to face work. Whilst I

accessed the office daily it wasn't possible or safe to have more than two people in at one time due to space and ventilation constraints so most therapy was conducted remotely from home. It has been invaluable for me to be in the office though as it makes coordinating our complex service a lot easier!

A major boost here was the waiting list reduction initiative funding that enabled us to buy iPads and mobile phones and to upgrade the desk top office computers. This made remote working for our counsellors easier and the subsequent endless Zoom and Teams meetings that much smoother!

Drop-in Services had to be suspended, along with proposed group and school based work, however we were able to provide some services such as condoms through the post and food bank vouchers over the phone. When there were periods where lock down eased we did continue with some appointment only chlamydia screens and pregnancy tests and some needle exchanges.

The Rapid response initiative continued again by remote working methods until the funding was spent. At the time this was non-recurrent but I'm pleased to say that Rapid Response funds will be made available again in the late spring which we will report on next time.

The Happier family's initiative was seriously hampered by Covid and although we could provide some support and information on line and through the post, the programme proper was hampered by many issues outside our control. Earlier in 2021 Youthworks Kettering (the lead provider) advised that the programme was finally ready to deliver and we had team members lined up to deliver that project but then circumstances changed again. We hope to restart the programme in the late spring early summer. There is money ring fenced within the accounts and the amount earmarked for that reflects the issues that have been encountered.

I secured some Covid recovery funding from the Northamptonshire Community foundation which proved a massive help in paying rents, service charges and additional room hire charges incurred as a result of Covid. Sadly, we still had to pay full market rents even when our building was only available to us until 2.00pm during the first stages of lockdown and office hours became limited.

Although we lost a small amount of income through not being able to conduct chlamydia screening and needle exchanges, we did earn some income through some short-term work with Barnardo's, via Youthworks in Kettering. In addition, we secured some funds to undertake a series of interview surveys with young people who self-harm, the results of which were published and have helped inform discussions around services for young people whose self-harm in the area. We were the nominated charity for The Chair of Daventry District council again and that meant we received some welcome donations that all add up and help enormously. We thank the NHS and Public Health and Local Authority bodies

who jointly have supported us for another year. We thank Chris Miller for his support with funds via the former Daventry District Council Chairs charity scheme, funds which have supported our counselling service. We also secured some funds from the DDC local lotto grants scheme which helped with additional room hire costs during the year.

The trustees have maintained sufficient reserves to meet our legal obligations, such as staff redundancies and lease commitments etc should the worse happen.

On a more negative note we have been unable to organise any fundraising activities or events during this period such as our annual summer garden party fundraiser and awareness raising event and the regular training events held at, and supported by Fawsley Hall. With that in mind this year's report is a little thin on photos! We hope for a time when we can return to such activities in the future.

A note on reserves pensions.

Our treasurer has been with us now for many years doing a sterling job free of charge Gordon has resigned as a trustee but remains as honorary treasurer for which we are very grateful. Alongside preparing our accounts he also processes our payroll and pensions and ensures that we maintain sufficient reserves to maintain the trustee's legal obligations should we face the worse. Gordon provides regular financial updates to the trustees to ensure they are all up to speed with where we are financially.

Finally

I always try and keep these reports and reviews brief and have done my best this time! The year ahead is going to be fraught with greater challenges as we move towards the end of our three-year lease and have other proposed work in the pipeline that will mean greater pressure on this small service. Demand for therapeutic services will only increase. A big thanks to all who have given us encouragement over the past year, to the young people who use our services for being so brilliant, to the parents who have taken the time to say thanks and our brilliant lovely talented small team of key workers! The work they do can be, and we know is, life changing.

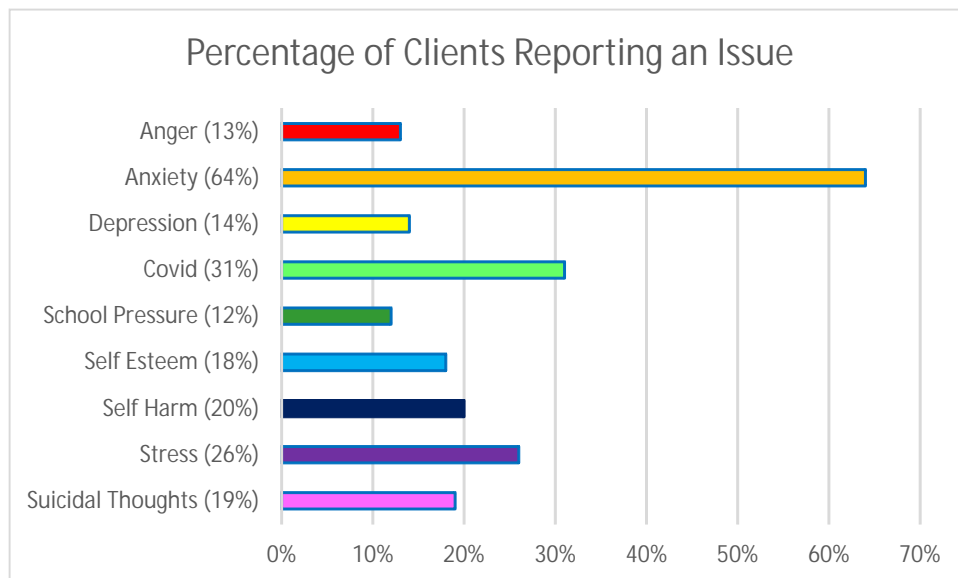
Andy Nixon
Chief Operating Officer

Data and Information Report

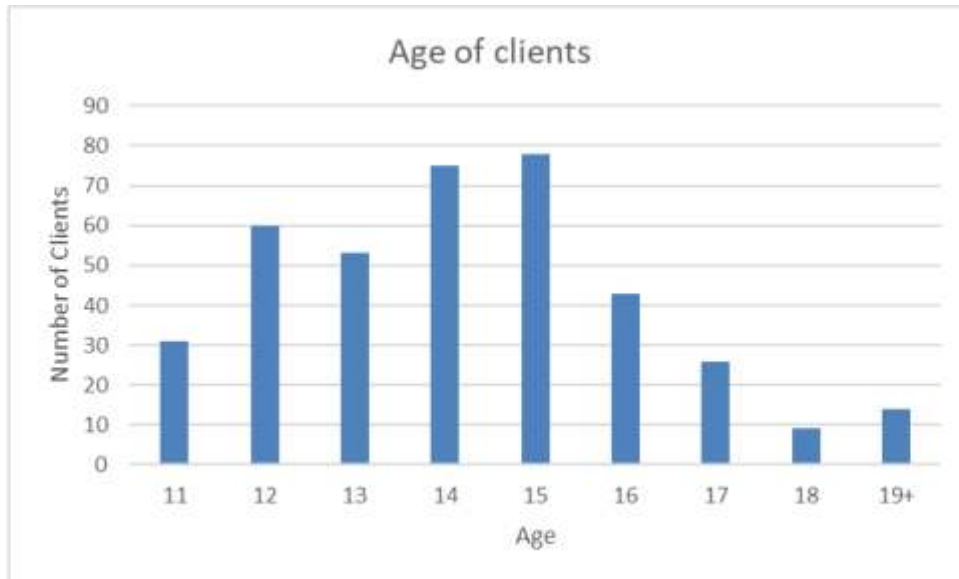
Initially, lockdown saw a decline in the number of counselling referrals we were picking up. This was largely due to the young person being removed from the source, often school, of their anxiety. However, this soon changed as lockdown went on. The length of the pandemic took its toll on people and created new anxieties – the difficulties of remote learning, concerns over the safety of loved ones, being unable to see friends and family for long periods of time. As a result, the number of referrals we were receiving rapidly increased throughout the year culminating in March which saw the highest number of referrals we have ever received in a single month. This trend has carried on into the new financial year and seems unlikely to be reversed.

Due to COVID there has, however, been a significant drop in our sexual health services. For much of this previous year all face to face work had to be suspended and even when it was allowed restrictions and social distancing has meant running a drop-in has not been possible. This has meant that much of our sexual health services this year has been limited to information but we have been able to hand out a number of pregnancy testing kits and condoms to those who have asked for it.

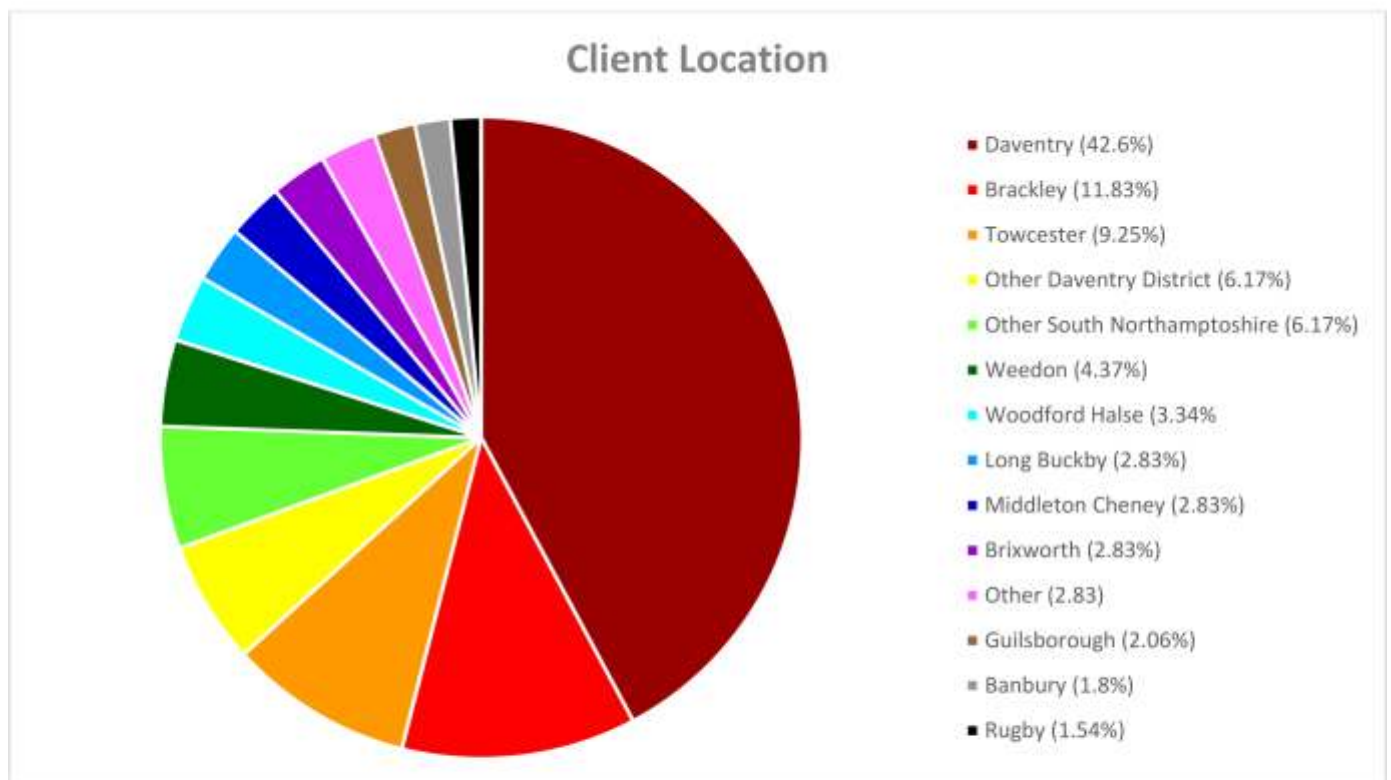
In this section I have included a number of graphs that will hopefully demonstrating the nature of some of our work and the demographics of our clients.



The graph above shows how many of our clients, as a percentage, reported a particular issue. It highlights that anxiety continues to be the biggest problem young people face with it being reported by 64% of our clients. Covid is the second most commonly faced issued with 31% of clients mentioning it as an issue. Beyond that stress (26%) and self-harm (20%) continue to be major issues.



In terms of age, the majority of our clients are within the 14-15 range. However, most significantly we are now seeing more 12 and 13 y/o than 16 y/o for the first time ever



For location roughly two thirds of our clients are from Daventry District and the remaining third South Northamptonshire. However, this does include clients whose postcode is in Leicestershire, Buckingham or Warwickshire but are registered with GPs in Northamptonshire.

Ashley Southgate
Data and Information Officer

A Therapeutic Counsellors Perspective

I have been part of the Time2Talk team intermittently for 17 years. Initially as a volunteer, now as a self-employed sessional counsellor. I really enjoy working for Time2talk because I love working with young people. I consider counselling young people to be of intrinsic value to ensure that they may develop into well adjusted, emotionally secure and mentally well adults.

Some issues may include clients presenting depression, anxiety, self-harming, low self-esteem, pregnancy, bereavement, bullying, smoking, drug addictions, upsets from home life such as a parent leaving and family domestics. Though more and more referrals from doctor's surgery's we have seen an increase in more serious mental health illnesses and often had to refer our clients to CAMHS, where unfortunately there are significant exhaustive waiting times for appointments.

The last year has really put a lot of strain on the service as many young people have just felt exhaustively stressed and totally abandoned in one of their most important academic years. Young people in the midst of doing their GCSEs and A levels have shared how inconsistent the schools and marking and exams seem to be and have struggled with immense anxiety, leading to poor mental health, through lack of control, guidance and reassurance, when having to self-learn during school and community lock downs.

Other young people have suffered real anxiety and depression from being stuck at home throughout lock downs as not being able to see friends. Numerous young people told me how they literally did not come out of their bedrooms for days. Lockdown over winter was significantly more difficult than the first over summer months, as the weather meant people were living more in isolation and literally had no exercise or outlet or social mood boosting activity by proxy of shielding and staying safe.

The number of complex cases coming through has also increased so Time2Talk are dealing with more who self-harm or have suicidal thoughts and OCD behaviours that affect the entire family unit. The service has never been more needed or valued!

Eve.

Level 4 diploma in therapeutic counselling and BACP Member.

Counsellor and Towcester Service Manager Report

It's been a strange and lonely year. The changes we have had to make at Time2Talk and in our personal lives, so that we keep our clients, families and ourselves safe from this awful Pandemic Covid 19 we went into lockdown and it's going to carry on till next year as the goalposts keep getting moved by the government which is not reassuring for young people. We have become very busy, unfortunately this is due to the Pandemic and our waiting list has got longer and longer. We are sent referrals from the R.M.C, CAMHS, Schools, Social Workers, Doctors, School Nurses, family members refer young people but the young people can also do self-referrals.

The issues facing young people can vary, self-harm, family problems, exam pressure, anxiety, stress, gender identity, depression, domestic violence, panic attacks, health, bullying, online grooming, self-esteem, suicidal thoughts, personal-relationships, eating disorders, bereavement or loss, sexuality, homophobia, abuse, anger, sexual assault, racism and body image.

Coronavirus

At the start of this year we were not able to offer face to face counselling but we were able to offer clients zoom or phone calls and via WhatsApp. This has supported a great deal of our clients and helped them to cope with these issues, we have also had good positive outcomes from these young people. Some of the young people on the waiting list have decided they would like to wait for a counsellor for face to face counselling.

Clients

Clients are given six to eight counselling sessions usually resulting in a positive outcome. However, if the client feels they would benefit with a few more and the counsellor feels it would help then they will be offered a few more sessions with a maximum of twelve altogether. It's always good to see the change in their self-esteem as they set small goals for themselves that are achievable and help to enable them to move on in their lives.

The Chantry

Towcester service has had to close for large parts of the year but we have now resumed face to face counselling again. We also continue to carry out sessions by talking to the young people via Phone, WhatsApp or Zoom.

Referral Management Centre

The RMC is a single point of access for professionals to make referrals into children and young people services. I have attended two meetings to help understand the process which I have found very interesting.

Keeping up to date

Working with Transgender and Homophobic bullying (Barnardo's Training and Consultancy)
Radicalisation and Extremism workshop
Safeguarding children and young people level 3
Vulnerable Adults
Gender Awareness and issues around LGBTQ+
Child Development and Mental Health
Rethinking Challenging Behaviours
Safeguarding Policies

Training

G.D.P.R Course
Safeguarding Level 3

Supervision

It's been a challenge over the last year as keeping your own mental health in check is very important so that I am able to support my clients. Having supervision every four weeks with Jayne has helped so much with this and its enabled me to be very supportive to my clients and myself to deal with any issues that arises. I say this every year Jayne, thank you for all the support you have given me and the interesting methods you have shared with me to help support my clients. Thank you, Jayne.

Manager

Thank you, Andy for being at the end of the phone and your support over this last year, it's been a very difficult and very challenging year for us all.

A big thank you for all your support over this last year Andy.



Sylvia Birch

Towcester Service Manager and Outreach Counsellor

Fundraising and other events

Due to Covid we have been unable to host fundraising or events of any kind. So instead we've decided to show you some of our previous escapades! Hopefully we'll be able to make a return to these kinds of events when things get back to normal!



Sylvia, Andy and Ashley outside our old office (above left) and Time2Talk receiving the Edge Award from the Northamptonshire Community Foundation in 2017 (above right)



Time2Talk at the 2018 Althorp Literary Festival where we were the chosen charity partner.



Some of Time2Talk's training days, held at Fawsley Hall, which have included sexual health training and gender awareness



The annual Time2Talk garden party kindly hosted by one of our volunteers.

Charity Registration Number: 802472

DAVENTRY INFORMATION AND COUNSELLING SERVICE

(TIME2TALK)

FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

TIME2TALK

FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

CONTENTS

	Page
Legal and administrative details	1
Trustees' report	2
Independent Examiners report	8
Statement of Financial Activities	9
Balance Sheet	10
Notes to the Financial Statements	11

TIME2TALK

YEAR ENDED 31 MARCH 2021

LEGAL AND ADMINISTRATIVE DETAILS

Charity registration number: 802472

Principal address: The Abbey
Market Square
Daventry
Northamptonshire
NN11 4XG

Trustees: Dr Susan Davies (Chairperson)
Gordon Barker (Treasurer) - resigned 31/07/2020
Julie Luvaglio
Suzy Dion – Vice Chair

Honorary Treasurer: Gordon Barker – appointed 31/07/2020

Bankers: HSBC
29 Bowen Square
Daventry
Northamptonshire
NN11 4ER

Independent Examiners: DNG Dove Naish LLP
Eagle House
28 Billing Road
Northampton
NN1 5AJ

TIME2TALK

YEAR ENDED 31 MARCH 2021

REPORT OF THE TRUSTEES

The Trustees present their report together with financial statements for the year ended 31 March 2021.

Structure, governance and management

Time2Talk is governed by a constitution adopted in 1989, amended in November 1999, September 2006 and in November 2011. The organisation was registered as a charity on 8 January 1990.

Trustees

Trustees are sought on the basis of their experience and skills in the counselling and youth work field, or for other skills as the existing trustees may from time to time determine would be of value to the charity. Election of trustees takes place at the AGM at which all members are entitled to vote. Trustees may co-opt to the Board in the case of vacancy or need between AGMs.

Trustees are given a full induction and encouraged to undertake further training during their time in office. The present membership of the Board is set out on page 1.

Objectives and activities

The objects of the charity as stated in the constitution are “to assist in the promotion of the physical and moral welfare of young people in Daventry and District and to facilitate their education so that they grow to full maturity as responsible citizens and their quality of life may be improved”.

In directing the activities undertaken by the charity the trustees have had regard to the Charity Commission’s guidance on public benefit.

The trustees consider that the charity’s activities meet the public benefit test as the focus of the charity’s work is on adolescent health and wellbeing.

Reserves Policy

Time2Talk are conscious of the need to establish a realistic level of reserves at the time when it is opening multiple and complex projects, and during a period of financial uncertainty for the Voluntary Youth Sector in Northamptonshire.

The Trustees of the Charity have decided that our Reserves Policy takes into account the following areas:

- Salaries for the equivalent of three full-time well established staff; this we estimate to be three months salary plus statutory redundancy payments for qualifying staff.

Levels of Reserves

In order for the Charity to maintain its commitments should the above situations arise, the Trustees have determined to aim at maintaining reserves of:

Salaries £20,000

The reserves figures will be reviewed annually at the meeting prior to the end of the financial year, and will be presented in the Annual Report with the accounts. Unrestricted reserves held at the year end are £34,014, which is in line with the above policy.

Financial Review

Included in the balance sheet at 31 March 2021 is total reserves carried forwards of £110,622, including £76,608 of restricted reserves.

TIME2TALK

YEAR ENDED 31 MARCH 2021

REPORT OF THE TRUSTEES

STATEMENT OF TRUSTEES RESPONSIBILITIES

The trustees are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England and Wales, the Charities Act 2011, Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charity for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by order of the board of trustees on 28th June 2021 and signed on its behalf by:



Dr Susan Davies

TIME2TALK

YEAR ENDED 31 MARCH 2021

REPORT OF THE TRUSTEES

ACHIEVEMENTS AND PERFORMANCE

CHAIRPERSON'S REPORT

This year has been an extraordinary journey as we continue to provide a service within the confines of the continuing pandemic. Andy has kindly provided a very detailed Chief Operating Officer's report, which I will not replicate here.

I must take this opportunity to commend and thank Andy. His ongoing hard work and resilience in coping with the ever-changing requirements have navigated us through repeated lockdowns over the last 12 months. It was not only the practical issues in providing a service which have been difficult, but the ongoing uncertainty of the prospect of returning to normal has hindered future planning and organisation. As Andy has highlighted, T2T leases rooms from the council and he has had to ensure compliance within rules governing the building as well as rules governing service provision within the sector.

Partnership working has been high on the agenda this year. Andy has detailed the changes this year, but in summary, the picture remains complicated by the REACH entity not being formerly ratified, requiring the continued individual commissioning with each service provider. We remain committed to working together with other members of REACH to ensure high quality, needs driven service provision throughout the county and look forward to continuing to work with our partners over the coming months. Ultimately, as one of the smaller members of REACH we struggle to be able to be involved in all the initiatives discussed by the consortium. We do, however, remain immensely proud of the high-quality counselling and interventions offered by our small team of counsellors, staff and volunteers. I want to thank them all for their hard work and dedication over the last year.

Service provision has, of course, been mainly remote over the lockdowns. As Andy outlined, certain initiatives have come on board which have brought with them some welcome additional resources. Furthermore, Covid recovery funding has been very useful, although quickly eaten up by the additional rental charges for the extra rooms needed to ensure correct distancing when face to face work has occurred. Needless to say, our accommodation costs remain a burden on our resources and we await the details of any changes following the council merger with some trepidation. As always, we are disadvantaged in comparison to the other members of REACH due to our rental charges.

I think the main task I must fulfil in this report is to recognise and thank the team. In addition to those mentioned above I must also thank Ashley for his hard work at completing the data submissions required as part of our contract and for his ongoing dedicated support to the running of T2T. I must also thank Gordon who continues his methodical analysis and organisation of the accounts and DNG who continue to provide excellent examination of these accounts. Finally, my thanks also to my fellow trustees who have continued to support T2T despite their own difficulties in such an unprecedented year. We would like to recruit more trustees and I would encourage anyone interested to contact me for further information.

Sue Davies
Chairperson

TIME2TALK

YEAR ENDED 31 MARCH 2021

REPORT OF THE TRUSTEES

ACHIEVEMENTS AND PERFORMANCE

CHIEF OPERATING OFFICERS ANNUAL REPORT

Introduction

This year's report is again dominated by the global pandemic. It has framed and affected everything that we've done and have been able to do over the last 12 months. We've had lockdown, lockdown easing and lockdown again and at the time of writing things are starting to feel like they are coming under some kind of control. We realise though that there can be no room for complacency here. We have followed Government guidelines to the letter and introduced measures that include social distancing, sanitising, hand washing and other protocols for delivering the service.

For those working from home we've had to ensure that safeguarding and digital security policies are clear and robust to help keep everyone especially service users safe. Part of this has also meant working through the NHS's digital security and protection (DSP) toolkit. This is aimed at any organisation that processes data on behalf of the NHS and is designed to ensure a minimum level of compliance for services that are funded by them.

We do not own our building we lease our space from Daventry District Council which has now merged to become West Northants Council and so we have been subject to local authority rules around the use of the building. We currently have to operate an appointment only system for those coming in face to face and cannot at present access the building during the evenings although we are able to use the office on Saturday mornings for admin purposes.

The adaptations we had to make to working practices stay with us. We still cannot use our counselling rooms, they are too small and unventilated, our counsellors still work mainly from home however we have returned to some face-to-face work where possible but this involves hiring extra space that's big enough and involves leaving the admin space free for face-to-face service delivery in the afternoons.

It is quite a juggling act as those coming in (staff and Service users) also have to contend with regular rapid flow testing. Fortunately, though as our core contract is an NHS one the team were able to take advantage of a Covid vaccinations programmes offered to services deemed to be key!

Partnership working has remained at the forefront and whilst at times we can feel a bit cut off here in Daventry, we have maintained our membership of the Reach collaborative which involves us, Youthworks in Kettering, Service6 in Wellingborough, The Lowdown in Northampton and Chat in Oundle. We meet regularly and although the plan was for commissioners to work to a formal lead provider model or for REACH to become a legal entity that still hasn't happened. A lot of work was done on trying to establish REACH as a single body however due to various issues that wasn't possible.

It had been agreed that Youthworks from a commissioning point of view would be lead provider and Commissioners would issue just one contract, with the other REACH partners in effect subcontracted, but again that hasn't happened. We each continued (and will continue through the 2021-22 financial year) to have our own contract with the NHS/Public Health/Local authority. Part of the contract involves monthly data reporting and in addition data is also flowed into NHS England. Time2Talk remain responsible for flowing data into NHS England but for the year 2021-2 though all other data generated in terms of the core counselling contract will be flowed thorough Youthworks so that commissioners get a single spread sheet instead of five separate ones.

Despite Coronavirus Time2Talk maintained an extremely high level of continued service with the main casualties being our walk-in drop-in provision and new projects such as Happier Families. At the time of writing this continues to be the case and is likely to be the case as we go into the new financial year. We unfortunately had to suspend our Towcester face to face service as the restrictions took hold. We continued to deliver vital emotional well beings services though to young people in South Northamptonshire and provided the team member with an iPad and phone to make that job a bit easier. There has of course been support from the office. Staff and self-employed counsellors have been able

YEAR ENDED 31 MARCH 2021

REPORT OF THE TRUSTEES

CHIEF OPERATING OFFICERS ANNUAL REPORT (continued)

to access the office when needs be to catch up and use the landline phones and collect paperwork. Jayne, our clinical counselling supervisor has done a brilliant job supporting therapists in their practice remotely.

The team have all been stressed both personally and by the changes we've all had to make as a result of Covid. We have not been able to engage with our volunteers as much but thank them for sticking with it! I want to thank our small staff team for everything they've done and our self-employed counsellors too for stepping up to the plate. Over the next year there are changes to the way we have to report data and new targets are likely to be introduced that we will have to meet. There is new work coming down the line that we may get involved with, if we have the capacity and the space to accommodate it.

Thanks, to the trustees who have stayed with us, we do need more, independent and local people and will make a concerted effort as lockdown eases to offer trustee places to those that live in the community in which we work. Gordon our Treasurer stood down as a trustee last March, formally resigning at the last AGM but thankfully agreed to remain as Honorary Treasurer, a crucial role for which we as an organisation are extremely grateful.

Services and funding

We maintained our core counselling grant with a slight uplift against the previous year. Counselling services continued at full capacity via phone or Zoom. Most young people have responded well to that but with some preferring to wait for face-to-face work. Whilst I accessed the office daily it wasn't possible or safe to have more than two people in at one time due to space and ventilation constraints so most therapy was conducted remotely from home. It has been invaluable for me to be in the office though as it makes coordinating our complex service a lot easier!

A major boost here was the waiting list reduction initiative funding that enabled us to buy iPads and mobile phones and to upgrade the desk top office computers. This made remote working for our counsellors easier and the subsequent endless Zoom and Teams meetings that much smoother!

Drop-in Services had to be suspended, along with proposed group and school-based work, however we were able to provide some services such as condoms through the post and food bank vouchers over the phone. When there were periods where lock down eased we did continue with some appointment only chlamydia screens and pregnancy tests and some needle exchanges.

Rapid response funding

The Rapid response initiative continued again by remote working methods until the funding was spent. At the time this was non-recurrent but I'm pleased to say that Rapid Response funds will be made available again in the late spring which we will report on next time.

Happier Families project

The Happier Families initiative was seriously hampered by Covid and although we could provide some support and information on line and through the post, the programme proper was hampered by many issues outside our control. Earlier in 2021 Youthworks Kettering (the lead provider) advised that the programme was finally ready to deliver and we had team members lined up to deliver that project but then circumstances changed again. We hope to restart the programme in the late spring early summer. There is money ring fenced within the accounts and the amount earmarked for that reflects the issues that have been encountered.

YEAR ENDED 31 MARCH 2021

REPORT OF THE TRUSTEES

CHIEF OPERATING OFFICERS ANNUAL REPORT (continued)

Other funding and donations

I secured some Covid recovery funding from the Northamptonshire Community foundation which proved a massive help in paying rents, service charges and additional room hire charges incurred as a result of Covid. Sadly, we still had to pay full market rents even when our building was only available to us until at one stage until 2.00pm during the first stages of lockdown.

Although we lost a small amount of income through not being able to conduct chlamydia screening and needle exchanges, we did earn some income through some short-term work with Barnardo's, via Youthworks in Kettering. In addition, we secured some funds to undertake a series of interview surveys with young people who self-harm, the results of which were published and have helped inform discussions around services for young people who self-harm in the area. We were the nominated charity for The Chair of Daventry District council again and that meant we received some welcome donations that all add up and help enormously.

Finally

I always try and keep these reports and reviews brief and have done my best this time! The year ahead is going to be fraught with greater challenges as we move towards the end of our three-year lease and have other proposed work in the pipeline that will mean greater pressure on this small service. Demand for therapeutic services will only increase. A big thanks to all who have given us encouragement over the past year, to the young people who use our services for being so brilliant, to the parents who have taken the time to say thanks and our brilliant lovely talented small team of key workers! The work they do can be, and we know is, life changing.

Andrew Nixon BA (Hons) MBE
Chief Operating Officer

TIME2TALK**INDEPENDENT EXAMINERS REPORT****FOR THE YEAR ENDED 31 MARCH 2021**

I report on the accounts of the Charity for the year ended 31 March 2021 which are set out on the attached pages 9 to 17.

Responsibilities and basis of report

As the charity trustees of the Trust you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the Trust's accounts carried out under section 145 of the Act and in carrying out my examination I have followed all applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

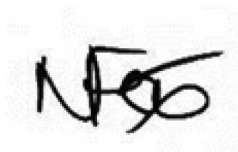
I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination.

I confirm that there are no other matters to which your attention should be drawn to enable a proper understanding of the accounts to be reached.

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our independent examination work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an independent examiner's 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 charity and the charity's trustees as a body, for our independent examination work, for this report, or for the opinions we have formed.



Nicola Fox FCA
DNG Dove Naish LLP
Chartered Accountants
Eagle House
28 Billing Road
Northampton
NN1 5AJ

Date: 5 July 2021

TIME2TALK

STATEMENT OF FINANCIAL ACTIVITIES

FOR THE YEAR ENDED 31 MARCH 2021

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
Incoming resources					
Incoming resources from generated funds					
Voluntary income					
Grants	2	798	124,550	125,348	125,266
Donations & Gift Aid		1,645	-	1,645	3,847
Investment income		44	-	44	134
Other incoming resources					
Costs reimbursed		7,920	-	7,920	1,965
Employment allowance		4,000	-	4,000	3,000
Total incoming resources		<u>14,407</u>	<u>124,550</u>	<u>138,957</u>	<u>134,212</u>
Resources expended					
Charitable activities					
Salaries, NIC and pension	3	589	79,756	80,345	78,528
Travel costs – staff		-	1,328	1,328	2,071
Travel costs – volunteers		-	-	-	425
Sexual health and education		-	-	-	72
Office accommodation		-	16,464	16,464	7,623
Telephone and postage		-	992	992	613
Stationery and photocopying		-	340	340	1,120
Fees, courses and subscriptions		2,450	19,259	21,709	12,229
Advertising		-	156	156	706
IT costs		-	1,278	1,278	5,129
Insurances		-	825	825	807
Sundry office costs		-	64	64	485
Independent Examiner's fee	5	700	-	700	682
Total resources expended		<u>3,739</u>	<u>120,462</u>	<u>124,201</u>	<u>110,490</u>
Net income / expenditure		10,668	4,088	14,756	23,722
Transfers between funds		(910)	910	-	-
Net movement in funds		<u>9,758</u>	<u>4,998</u>	<u>14,756</u>	<u>23,722</u>
Total funds brought forward		<u>24,256</u>	<u>71,610</u>	<u>95,866</u>	<u>72,144</u>
Total funds carried forward		<u>34,014</u>	<u>76,608</u>	<u>110,622</u>	<u>95,866</u>

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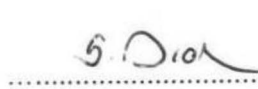
BALANCE SHEET AT 31 MARCH 2021

	Note	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
Fixed assets					
Tangible assets	8	-	-	-	-
Current assets					
Accrued income		-	7,978	7,978	-
Cash at bank and on deposit		34,644	72,050	106,694	96,536
Cash in hand		70	-	70	70
		<u>34,714</u>	<u>80,028</u>	<u>114,742</u>	<u>96,606</u>
Creditors amounts falling due within one year					
Accruals		700	1,700	2,400	740
Social security		-	1,720	1,720	-
		<u>700</u>	<u>3,420</u>	<u>4,120</u>	<u>740</u>
Net current assets		<u>34,014</u>	<u>76,608</u>	<u>110,622</u>	<u>95,866</u>
Net assets		<u>34,014</u>	<u>76,608</u>	<u>110,622</u>	<u>95,866</u>
Funds of the charity					
Unrestricted funds	10	34,014	-	34,014	24,256
Restricted funds	9	-	76,608	76,608	71,610
		<u>34,014</u>	<u>76,608</u>	<u>110,622</u>	<u>95,866</u>

These accounts were approved on 28th June 2021 by the Management Committee and signed on its behalf.



Dr Susan Davies
Chairperson



Suzy Dion
Vice - Chairperson

TIME2TALK**NOTES TO THE FINANCIAL STATEMENTS****FOR THE YEAR ENDED 31 MARCH 2021**

1. Accounting Policies**Basis of accounting**

The financial statements of the charity, 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 Charities Act 2011. The financial statements have been prepared under the historical cost convention.

The charity is an unincorporated charity registered in England and Wales. Its charity number and registered office are listed on page 1.

The presentational currency of the financial statements is the Pound Sterling (£).

Incoming Resources**Recognition of Incoming Resources**

These are included in the Statement of Financial Activities (SOFA) when:

- the Charity becomes entitled to the resources;
- the Trustees are virtually certain they will receive the resources; and
- the monetary value can be measured with sufficient reliability.

Grants and Donations

Grants and donations are only included in the SOFA when the charity has unconditional entitlement to the resources.

Volunteer Help

The value of any voluntary help received is not included in the accounts but is described in the trustees' annual report.

Investment Income

This is included in the accounts when receivable.

Income is recognised as received or when receipt is certain.

Expenditure and Liabilities**Liability Recognition**

Liabilities are recognised as soon as there is a legal or constructive obligation committing the Charity to pay out resources

Governance Costs

Includes costs of the preparation and examination of statutory accounts, the cost of trustee meetings and cost of any legal advice to trustees in governance or constitutional matters.

TIME2TALK**NOTES TO THE FINANCIAL STATEMENTS****FOR THE YEAR ENDED 31 MARCH 2021**

1. Accounting Policies (continued)**Tangible Fixed assets for use by Charity**

These are capitalised if they can be used for more than one year, and cost at least £500. They are valued at cost or if gifted, at the value to the charity on receipt. Depreciation is provided at the following rates to write off all tangible fixed assets over their expected useful lives:

Office equipment 25% on cost

Depreciation methods, useful lives and residual values are reviewed at each balance sheet date. The selection of these residual values and estimated lives requires the exercise of judgement. The directors are required to assess whether there is an indication of impairment to the carrying value of assets. In making that assessment, judgements are made in estimating value in use. The directors consider that the individual carrying values of assets are supportable by their value in use

Financial instruments

Cash and cash equivalents in the balance sheet comprise cash at banks and in hand and short term deposits with an original maturity date of three months or less.

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in the statement of financial activities.

TIME2TALK

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

2. Grants

	2021	2020
NHS Northamptonshire (PCT)	95,731	89,829
Rapid Response NHS	-	(6,575)
Waiting List Reduction Initiative NHS	-	22,709
Happier Families Youth Works	19,811	17,348
South Northamptonshire Council	-	1,955
Northamptonshire Community Foundation	9,806	-
	<u>125,348</u>	<u>125,266</u>

3. Staff costs and trustees remuneration

	Total 2021 £	Total 2020 £
Gross wages	72,405	71,414
Social security costs	6,437	5,663
Pension	1,503	1,451
	<u>80,345</u>	<u>78,528</u>

No employee received remuneration amounting to more than £60,000 in either year.

No trustees received any remuneration or reimbursement of expenses during the year, or the year ended 31 March 2020.

Key management personnel remuneration totalled £47,632 (2020: £45,944) for the year.

4. Average number of employees

	2021 Number	2020 Number
Care	2	2
Management and administration	1	1
	<u>3</u>	<u>3</u>

5. Independent Examiners remuneration

	Total 2021	Total 2020
Independent examiners fees for examination	700	682
	<u>700</u>	<u>682</u>

TIME2TALK

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

6. Comparatives for the statement of financial activities

	Unrestricted Funds £	Restricted Funds £	Total 2020 £
Incoming resources			
Incoming resources from generated funds			
Voluntary income			
Grants	-	125,266	125,266
Donations & Gift Aid	3,847	-	3,847
Investment income	134	-	134
Other incoming resources			
Costs reimbursed	1,965	-	1,965
Employment allowance	3,000	-	3,000
Total incoming resources	<u>8,946</u>	<u>125,266</u>	<u>134,212</u>
Resources expended			
Charitable activities			
Salaries, NIC and pension	10,186	68,342	78,528
Travel costs – staff	-	2,071	2,071
Travel costs – volunteers	-	425	425
Sexual health and education	-	72	72
Office accommodation	-	7,623	7,623
Telephone and postage	-	613	613
Stationery and photocopying	-	1,120	1,120
Fees, courses and subscriptions	-	12,229	12,229
Advertising	-	706	706
IT costs	-	5,129	5,129
Equipment depreciation	-	-	-
Insurances	-	807	807
Sundry office costs	-	485	485
Independent Examiner's fee	682	-	682
Total resources expended	<u>10,868</u>	<u>99,622</u>	<u>110,490</u>
Net income / expenditure	(1,922)	25,644	23,722
Gross transfers between funds	-	-	-
Net movement in funds	<u>(1,922)</u>	<u>25,644</u>	<u>23,722</u>
Total funds brought forward	<u>26,178</u>	<u>45,966</u>	<u>72,144</u>
Total funds carried forward	<u>24,256</u>	<u>71,610</u>	<u>95,866</u>

Unrestricted funds consisted of only the general fund for the year

TIME2TALK

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

7. Comparatives for restricted funds movements

	Opening balance £	Income £	Outgoings £	Transfers £	Closing balance £
Happier Families Youth Works	-	17,348	-	-	17,348
NHS Northamptonshire Waiting List Reduction	-	22,709	(10,872)	-	11,837
NHS Northamptonshire	33,266	89,829	(85,945)	-	37,150
NHS Northamptonshire	12,700	(6,575)	(850)	-	5,275
South Northamptonshire Homes/Empowering Council	-	1,955	(1,955)	-	-
	<u>45,966</u>	<u>125,266</u>	<u>(99,622)</u>	<u>-</u>	<u>71,610</u>

See note 9 for restricted fund descriptions.

8. Tangible fixed assets

	Office equipment £	Total £
At 1 April 2020	1,608	1,608
Additions	-	-
Disposals	(1,608)	(1,608)
At 31 March 2021	<u>-</u>	<u>-</u>
Depreciation		
At 1 April 2020	1,608	1,608
Charge for the year	-	-
Disposals	(1,608)	(1,608)
At 31 March 2021	<u>-</u>	<u>-</u>
Net book amount		
At 31 March 2020	-	-
At 31 March 2021	<u>-</u>	<u>-</u>

TIME2TALK

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

9. Restricted funds

	Opening balance £	Income £	Outgoings £	Transfers £	Closing balance £
NHS Northamptonshire	37,150	95,731	(94,857)	-	38,024
NHS Northamptonshire	5,275	-	(5,275)	-	-
NHS Northamptonshire Waiting List Reduction	11,837	-	(6,831)	-	5,006
Happier Families Youth Works	17,348	19,013	(2,783)	-	33,578
Northampton Community Foundation	-	9,806	(10,716)	910	-
	<u>71,610</u>	<u>124,550</u>	<u>(120,462)</u>	<u>910</u>	<u>76,608</u>

The Northamptonshire NHS Grant received during the year was £95,731 and is for the provision of therapeutic counselling services in Daventry District and South Northamptonshire. The opening balance of £5,275 was for the delivery of the rapid response programme.

£19,013 was awarded by Youth Works for the Happier Families initiative project. The opening balance of £17,348 was intended for last years project and was carried forward and is restricted for the Happier Families project. However, there have been further delays due to COVID across all agencies involved.

The closing balance of the NHS Northamptonshire Waiting List Reduction is for the use of group work and drop-in services which were disrupted due to COVID and are still intended to be used for that purpose.

A grant of £9,806 was received from the Northamptonshire Community Foundation as part of recovery response grants. This was spent on rent and service charges at the Abbey, additional room hire at the Abbey and part of a contribution towards office accommodation in Towcester.

The transfer from the general fund to the Northamptonshire Community Foundation fund is due to an overspend on the restricted fund.

TIME2TALK

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

10. Unrestricted funds

	Opening balance £	Income £	Outgoings £	Transfers £	Closing balance £
General funds	<u>24,256</u>	<u>14,407</u>	<u>(3,739)</u>	<u>(910)</u>	<u>34,014</u>

All unrestricted funds per the SOFA for both the current year and the year ended 31 March 2020 are general funds and can be used by the charity as they wish.

11. Leasing agreements

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2021 £	2020 £
Within one year	<u>6,515</u>	<u>-</u>
	<u>6,515</u>	<u>-</u>

12. Transactions with Related Parties

There have been no transactions with related parties during the year ended 31 March 2021 nor the year ended 31 March 2020.

13. Ultimate Controlling Party

The charity is under the control of its trustees, as listed on Page 1.

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