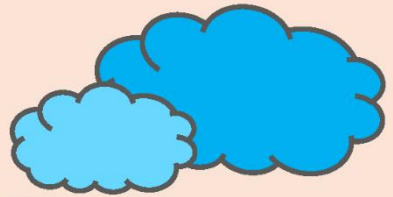


2019 - 2020 IMPACT REPORT



Happier & Healthier Lives



CHANGING LIVES - CREATING FUTURES



Registered Charity Number:	1132490
Registered Company Number:	06740611 (CLG)
HQ Address:	15 Sassoon Mews Wellingborough Northamptonshire NN8 3LT
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Twitter:	@ServiceSix1
Instagram:	@servicesix1
LinkedIn:	Service Six
YouTube:	https://www.youtube.com/watch?v=tQxQlw1n02Y&t=6s



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Service Six is a charity committed to changing lives and creating futures. Since 1979 we have delivered innovative services that support children, young people, adults, families and communities who are experiencing disadvantage, social isolation or emotional difficulties. We support the most in need facing to overcome their challenging problems by providing the practical and emotional financial support they need to unlock their potential.

Our Vision

Is that through excellent responsive services the vulnerable members of our community will be healthier, happier, safer and more resilient in meeting their many future challenges.

Our Mission

Is to respond to the identified needs of children, young people, adults and families achieved through a range of professional interventions and partnerships, funded by diverse commissions, grants and donations.

Our Values

Equality

We are committed to enabling equity of access and equality of opportunity within an inclusive environment, showing respect for all as individuals.

Passion

Our people are passionate & committed within their work, operating in a caring environment towards each other and clients.

Accountable

We will be fully accountable for all aspects of our service, acting with integrity and providing information to clients and contractors.

Quality

We will deliver a quality service with the highest standards for our clients, investors and contractors.

Respectful

We believe in supporting all clients in a respectful way with thinking that empowers them to help themselves and enables them to do so.

Ethical

We will build upon our status as a trusted, transparent service provider and contractor.

Welcome from our Chair



It is hard to start this report without making reference to the current extraordinary situation in which we find ourselves. As I write this we are still in full lockdown, as are many other countries across the world. This pandemic has shown us, more than ever, how vital our services are; providing support services to those vulnerable young people most in need. The Service Six team have done a magnificent job in transferring the majority of our services online, and as a result we are able to continue to provide the vital work we do. I am hugely proud of the organisation: how quickly everyone has adapted, and the resilience, good spirits and strength shown by our people.

This is my first year as Chair, following Rachael Mallow's resignation last September after 8 years of sterling support for Service Six – she has left some very big shoes to fill! I would like to pay a huge tribute to Rachel who has provided support in so many ways to Service Six. Over the last few years' Service Six has gone from strength to strength, both financially and in the breadth of work we do, and Rachel has been instrumental in supporting that. She has provided invaluable support and guidance to me in my new role too.

We have also lost, through retirement, our Vice Chair, David Culwick, to whom I would also like to pay tribute. David has



been an excellent Vice Chair, providing both support and challenge where appropriate over the last 9 years. We will miss both of their warmth, expertise and humour.

In terms of our Trustees, we have also said goodbye to our Young Trustee, Taylor King, who is now both working and studying elsewhere. It has been good for us as a board to have a young person's voice in our midst and we are actively trying to ensure that we replace this. Another Trustee, Carole Walton, is currently on secondment in France for 12 months with a very exciting work opportunity; we are therefore in the unusual position of having to recruit a number of Trustees simultaneously and I am delighted to report that we have had a number of excellent applications from people with varying backgrounds who I'm

confident will add genuine value to the organisation in new ways over the coming years.

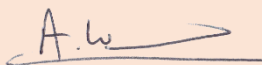
We are a strong, united board, and I would like to thank all of our trustees both current and recently departed, for their support, expertise and humour. We have had a challenging year, for example changing our both HR and IT Support providers, and the Trustees have willingly lent additional support to these activities.

Back to the year gone by – for the first time in some years we have almost broken even. After the loss of the 9 major Northamptonshire County Council contracts four years ago, we were determined not to let any of the young people we were helping suffer as a result, and for the previous three years we have eaten into our reserves to enable us to continue the excellent work we do.

I am delighted to announce that we are now back on track and remain strong financially – we have been helped in this endeavour by our excellent new Treasurer, Salvatore (Sam) Cortese, who as he says in his report, has been hugely impressed by the efficiency and thoroughness of our finances. Our finances for the coming year look stronger than ever, and I would like to formally thank our many supporters, funders and donors, without whose generous help we could not continue our excellent work.

Rachel mentioned in an earlier report that, according to research, 75% of mental health problems are established by the age of 24 and 1 in 10 children in the UK will experience a mental health problem in any given year. The current pandemic is likely to increase that figure. Building resilience and providing support to these children is critical, and the stories outlined elsewhere in this report give a clear indication of the very real difference we can make to these young people's lives. With the support of our teams, friends and donors, we can continue to provide this vital support, for which I sincerely thank you all.

Stay Safe!



Andrea Wood
Chair of Trustees.





Our New Patron



We are incredibly proud to announce our first Patron, Nazir Afzal OBE. Nazir was a guest speaker at our third annual TARGET Conference in March 2020 and we feel extremely honoured that he accepted the role as our Patron.

Nazir's amazing 24-year career has seen him as the Chief Crown Prosecutor for NW England and Director of London. He was also the Chief Executive of the country's police and crime commission. Over the years he has been awarded numerous titles and accolades and is recognised as one of the most influential legal personalities of Britain. Nazir has prosecuted many high-profile cases, including the so-called Rochdale grooming gang, (the acclaimed BBC film "Three Girls" was based on his case). He is also an acclaimed author, national advisor, tutor and leader in legal matters such as child sexual abuse, honour-based violence, violence against women and girls, and gender-based violence.

"It is a privilege to be Patron and a role I do not take lightly despite my many other roles & responsibilities. In this report you will read how Service Six has continued in these testing times to support the most vulnerable young people in our communities. We know that all the challenges that the young face have been magnified this past year by the Pandemic. If they were previously experiencing disadvantage, abuse, neglect or social isolation, that will only have been made worse by this emergency.

So the work Service Six does is even more important, even more necessary. Changing lives and creating futures, thereby unlocking their potential is our vision, but it's the reality too. When you hear the stories of success, of achievement and optimism then that gives us hope that we can help and support more people. We need your help and support too. No bureaucracy has ever changed the world, it requires good people to stand up and do their best. Be assured Service Six will be there when there are people in need, now and always. Nazir Afzal OBE"

Letter from our Treasurer



This has been my first full year as treasurer of Service Six and my first impressions on the excellent efficiency of this organisation are confirmed.

It is my responsibility to supervise and review the financial practises and arrangements at Service Six in both an operational and strategic sense. I make recommendations where appropriate and ensure that Service Six complies with the charity commission guidelines.

Raising finance continues to be one of the most challenging aspects of charitable organisations. However, as a result of the tireless efforts of the management, and employees, Service Six continues to source income commensurate to provide its excellent counselling and other services.

Indeed, in the current year Service Six has almost matched its income to expenditure with just a small deficit of £2,717, a large step forward compared to recent years.

Income for the year at £860,559 was some 17%, (£124,000), higher than the previous year whilst costs were just 7%, (£57,000), higher which is a testament to the hard work of the team not only in raising funds but controlling costs

As always Claudia and her colleagues want to provide more services and continue to strive for additional funding. During the latter part of the financial year the Covid-19 pandemic started to have an impact on Service Six particularly to the provision of services. Again, the management faced the challenge head on, minimising the impact on its finances, whilst finding alternative means to provide services.

As a result of the cautious and prudent approach to financial management the total reserves stood at £522,196 with free reserves of £402,722 a continuing sustainable position and in line with the charities reserves policy.



Sam Cortese
Treasurer & Trustee

A Message from the Chief Executive



2019 – 2020 was one of the most iconic year in the organisation's history to date.

We found ourselves in the middle of a global pandemic in a situation that seems to have developed very quickly, leaving people uncertain and anxious, worried for health, family, friends, livelihoods and what the future may bring.

As a response, we immediately adapted our services and support to meet the needs of our vulnerable clients. Service Six had already been working strategically on how we could support more people through digital technology, so we were inadvertently preparing ourselves for this situation. Our team followed and follow government guidelines and can all work remotely, meaning clients won't miss out on support and can still reach us through diverse platforms.

Service Six has helped thousands of children and young people through our agile and needs-led services. None of this would have been possible without the incredible generosity of many organisations, supporters and our remarkable team of staff, volunteers and Trustees and I am deeply grateful to all of them.

I am extremely proud of the strides we made in growing our ever-important network of partners. In a rapidly changing world, it's wonderful to see a renewed commitment from partners to invest their resources and support our cause.

We will continue to offer individual and community support via alternate means, building up our resources and toolkits, delivering our services and projects with partners and getting the voices of our clients heard at local and regional level through our work on many boards and forums.

Adjusting to this new period of change and the 'new normal', juggling our priorities, will still mean that one thing won't change; our dedication to our vision for vulnerable children and young people to be safer and more resilient to be able to meet their many future challenges and live happier and healthier lives.



Claudia Slabon
Chief Executive



Client expressing mess and
confusion being moved
into foster care

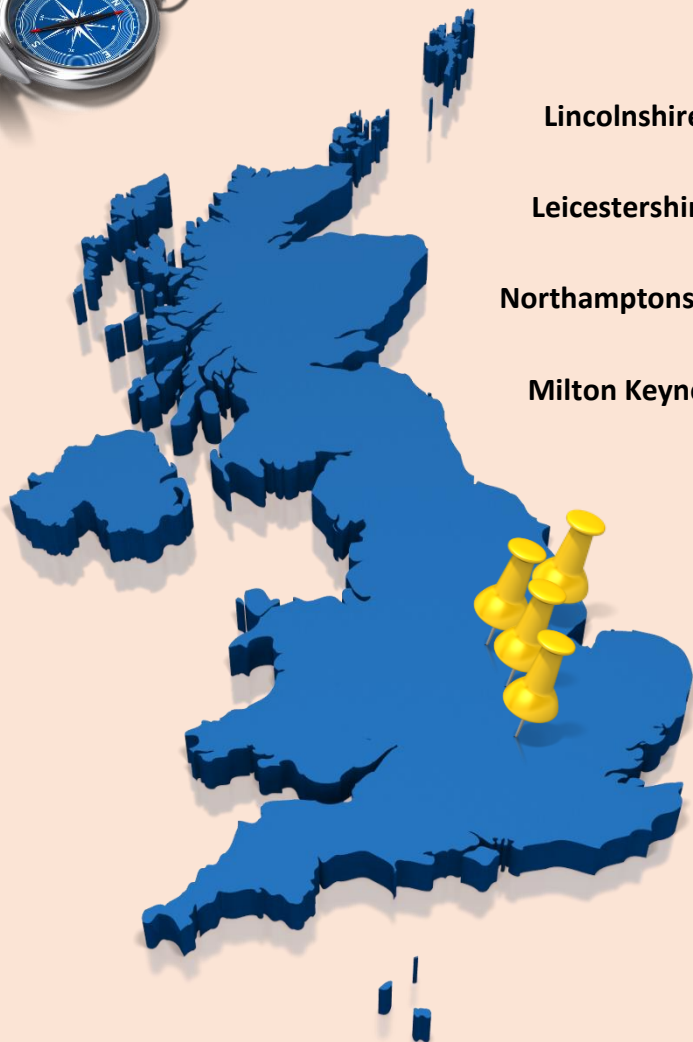


Client processing
witnessing
Domestic Abuse



ZOOM Monster

Where we work



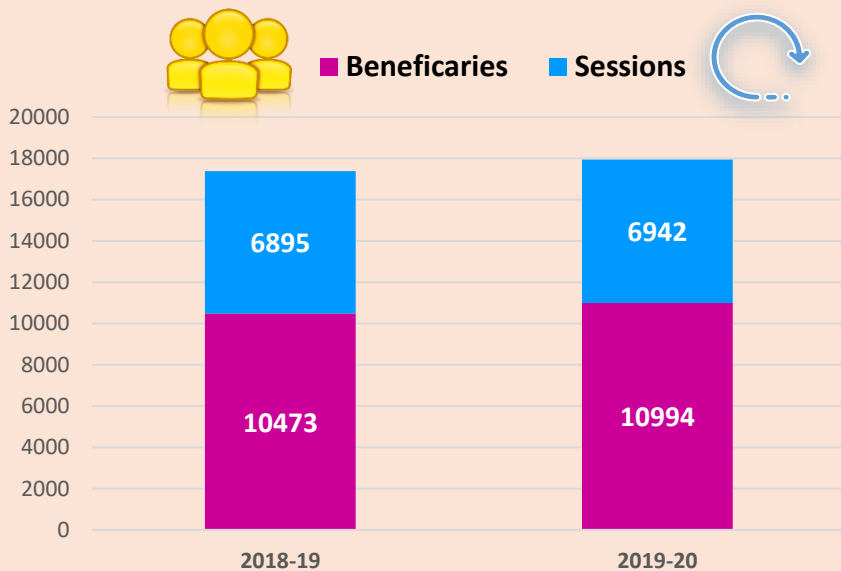
Lincolnshire

Leicestershire

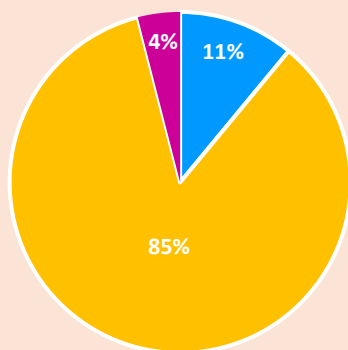
Northamptonshire

Milton Keynes

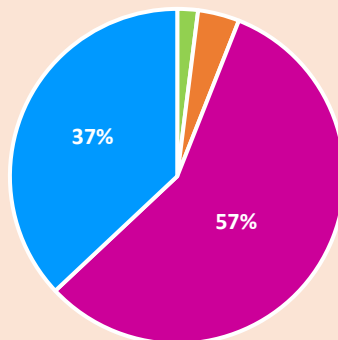
Headline Data



Age in % ■ 4 to 10 ■ 11 to 18 ■ 18+

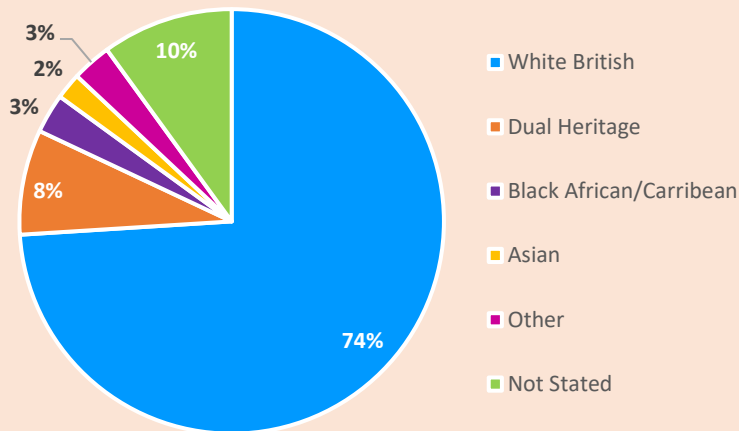


Gender in % ■ 2% ■ 4%



■ Prefer not to say ■ Other ■ Female ■ Male

Ethnicity



6 Top Referral Symptoms

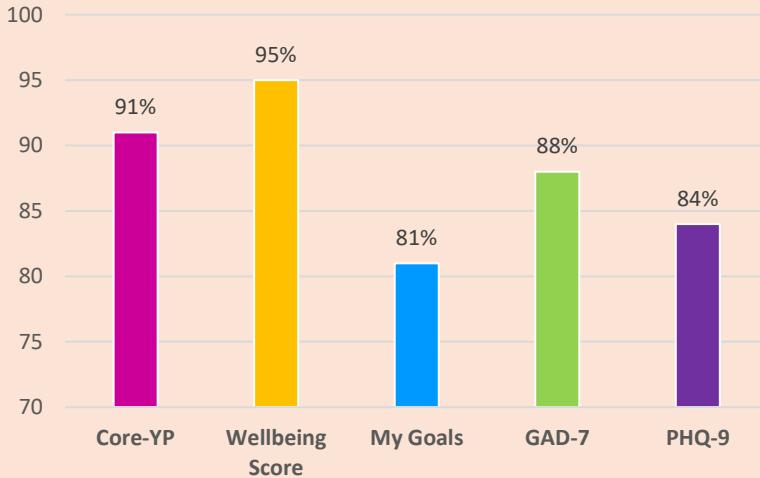


6 Top Referral Causes



1465 Referrals received for individual one-to-one Counselling & Support

Improved Outcome & Impact Measure



At Service Six we use credible national recognised outcome assessment tools to measure the outcome of our work.

YP-CORE This tool is a single sided questionnaire with 10 items and a 0-4 scoring system which can be used pre and post intervention or session by session, taking an 'emotional temperature'.

Wellbeing Ladder This tool is designed for our younger clients to measure their happiness and emotional wellbeing, using a number of visual elements.

My Goals This tool has been developed by Service Six and helps clients to identify their 3 main goals to be achieved through our services and support. They then rate their current position re the goal by scoring from 1 to 10 with 1 being the lowest achievement / progress and 10 the highest achievement / progress. As services are delivered clients are supported to track their progress with their goals to see if they've achieved what they wanted and needed.

GAD-7 (Anxiety Scale) This tool is ordinarily used to measure anxiety with clients. The tool uses seven questions including restlessness, worry and nervousness to score clients anxiety levels.

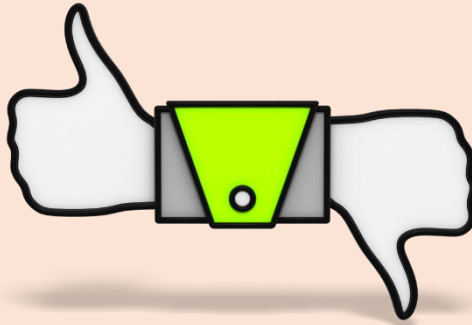
PHQ-9 (Low Mood & Depression) This tool is ordinarily used to measure depression indicators and frequency with clients over the last two-week period. The tool uses nine questions including feelings, concentration and appetite to score the clients mood.



**143 Schools
worked in**



**Average
10% DNAs**



**95% stated
our services
are easy to
access**

**80% stated
that the
waiting time
was acceptable**

**96% would
recommend
our services to
a friend and
family**

**89% would
use our
services
again**



Social Media Engagement



59% more Facebook followers

Highest Facebook Post Reach **2355**

61% more Facebook Page likes

189 average Twitter Post Reach

Highest Twitter seen **25227** times

Highest Twitter Post Reach **3255**

2 Retweets per day

6 likes per day on Twitter



Safeguarding is paramount to Service Six and we are continuing to promote safeguarding and the welfare of children, young people and adults at risk.

For this to continue to be successful it is dependent on effective joint working between agencies and professionals that have an expertise in their role. Service Six is committed to the continued development of effective partnership working to develop strong working relationships to enable us to identify the need for the individual.



Service Six' Safeguarding Priorities



100% Proficiency in Safeguarding Self-Assessment and Section 11 Audit

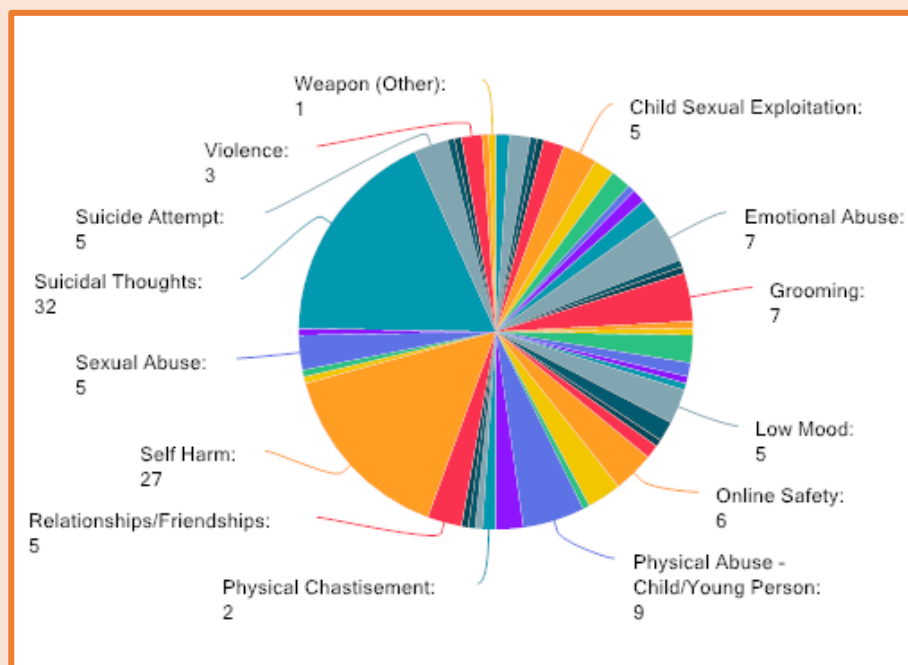
20% of all service referrals received are under safeguarding

50% of clients under safeguarding known to CAMHS

40% of clients under safeguarding known to Social Services

65% Increase of safeguarding cases from 2018-19 to 2019-20

Safeguarding Categories %





Young Person

Service Six needs to be celebrated because without their support I don't think I would be where I am today. I don't feel Service Six gets enough appreciation for the great work they do.

The Office of the Police & Crime Commissioner

My team were giving some lovely feedback about your service at our team meeting this week so I thought I would pass it on to you. Referrals to Service Six are being picked up really quickly which is great for the young people and makes a huge difference to my practitioners who know the young person is ready for that specialised support.

Young Person

Because of counselling I am now able to appreciate who I am as a person.

Rushden Primary Academy

Just wanted to say a huge thank you for yesterday's workshop. Both pupils and staff said it was amazing and that they have really benefited from their sessions.

Corby Technical School

I want to thank you and your time so much for recording that little video for Corby Technical School. We had a 'Safeguarding' inspection for COVID 19 from the county and they were very interested in the video that we had available to all of our students. In fact, they wanted a copy of it. They were very impressed that Service Six and the Target Team were still in touch and continuing to support our students during these difficult times.

A big thank you from CTS. This will be mentioned at the principal's meetings that occur weekly so all the schools in the Brooke Weston Trust will be aware of this.

Guildsborough Academy

The feedback has been overwhelmingly positive. Excellent sessions, really informative and interactive, which is the most important feedback from a student point of view. Thank you very much for the support that you have given us on life skills day.

Service Six Counsellor

I have felt so welcomed and valued being part of a fab team.

Northampton International Academy

I just wanted to let you know that XX has come out of his counselling session with you today beaming saying how nice you were and how awesome the session was. His words were 'it was insane, she just understood!' He has said he is going to use some the techniques you discussed and he can't wait for the session again next week so whilst I know it's your job, I just wanted to say and extra massive thank you. (YY saw me to tell me how much he was enjoying his sessions too!)

The Hazeley Academy

Just to say a really big thank you for the training session yesterday. Feedback from staff, including the Head was outstanding. Your expertise, information and strategies were excellent and really appreciated; staff feel more-able to cope with issues when they arise as a result of your session.

Northamptonshire Clinical Commissioning Group

Many thanks for this newsletter, the timing is perfect as during the darker days of winter, it reminds us of all the great work going on out there. Thank you to the whole team for everything you are doing and keep working the magic.

Young Person

Counselling has helped me a lot with managing my feelings and talking to someone has helped me slowly with the situation.

Service Six Counsellor

A big Thank you to the office team for providing me with all my lovely clients, for putting up with my cheek and for doing an excellent job under loads of pressure. Thank you to everyone else for being supportive and such a wonderful family.

Young Person

Thank you for building my confidence and positivity, and generally supporting me. It will definitely help me in the long-term in getting a career and gaining my independence, and more importantly, being happy. I'll miss talking to you. Thanks again!

Youth Specialist

I just wanted to say thank you to everyone here for being such beautiful human beings. There hasn't been a day I haven't laughed or smiled until my face aches. I have enjoyed every moment because of all of you. In my time here I feel I have made some of the best friends I could have possibly wished for. I could talk forever about the kindness and brilliance of everyone here and what we do. You are our work family and we will miss every one of you and I hope you all know how much we care about you and this organisation because we think the world of you.

Young Person

Helped me to understand things better in order to cope and process my thoughts and feelings.

Parent

We found the new office more effective for counselling as it was welcoming and less clinical than last year in GP surgeries. XX took to her counsellor from the start and did not need Mum to come into the room for the sessions. XX's sadness that she carried with her for a long time has significantly reduced. XX made use of the sessions for her and felt important this way. XX enjoyed the work and there has been an improvement in her wellbeing.

CHAT Youth Counselling

The conference on Friday was amazing. Great speakers which I understand always happens. A very good and useful day, thank you again.

Oakgrove School

I have often said that if we keep referring everyone to you you'll not be able to cope but as you know schools want to offer parents and students any support they can. It just goes to show what a great job you've been doing.

Young Person

I think the support and counselling have been good and if I needed to I would definitely come back.

Lodge Park Academy

I cannot thank TARGET enough for the support they have given our students this year. To know I can have a group running to not just inform our students but to help them gain skills to question and evaluate the risks they could face online is invaluable.

Marriott Primary School

The sessions were really useful and the children found it quite interesting. The information was quite surprising for many. I think the main improvement would be to make it more interactive and maybe an activity or two for the children to do. Some struggled to listen for quite a long period of time. Hope this helps. We'd love to have you back next academic year if there are any new resources/presentations.

Young Person

I now feel I can talk to people about my feelings.

Exeter – A Learning Community

I'd just like to say a big thank you from the Yr2 team for your work with the children. They thoroughly enjoyed the way you told the story and interacted with them. It will certainly stay with them! The characters were fun and engaging too! Thank you and we will hopefully see you again.

Young Person

I used to attend support at Service Six. My Youth Specialist really helped me with my problems regarding abuse that I went through when I was little, and I have finally able to pluck up the courage to message the people that did this to me today and finally help myself, but she was the one who got me to that stage to make me feel like I was enough, and I deserved better. Without your support from Service Six I would have been in the same situation now. I never thought I would have been able to do it, but I have.

I just wanted to say a huge thank you to all the people who work at Service Six. You have truly changed my life and now I can heal.

Rockingham Primary School

It was fantastic! Really good with the children and quite 'cool' so they liked her. She was thorough in what she told the children but it was needed and they said that they took a lot away from it. Year 6 absolutely loved it!

Service Six Counsellor

This is a lovely video, really helps bring clarity to all the amazing projects that run and all the amazing work done by Service Six. Well done & congratulations.

Young Person

I found my counselling really useful. This is because I am now able to think of things in different ways and explore first initial thoughts I come up with and why I might have thought of them first.

Young Person

I feel this service has helped me be able to deal with the problems I face and has given me an area to discuss things I normally wouldn't.

Young Person

I am not as upset now and not crying all the time. I am less emotional. I feel stronger in myself and abler to cope. I feel more in control. When I get stressed, I now have strategies for dealing with it. My counselling sessions have enabled to see things from a different perspective. It's taken me out of my box.

Young Person

I am so pleased with how everything went. My Youth Specialist kept all of the sessions very positive and I always left feeling great. I have a huge box of coping strategies and no that next time I have a low moment I have got this.

Young Person

I liked the end of sessions as the way she puts all the negative thoughts to one side and in a way distracts me into playing a game so I don't leave in distress. It was calming and such a friendly approach to end with - Thank you.





Huge Thank you to our Biker Friends

The GORILLAS

Our Team in 2019 - 2020



Board

Rachel Mallows MBE - Chair until Sept 19

Andrea Wood - Chair since Sept 19

David Culwick - Vice Chair

Same Cortese – Treasurer

Carol Walton

Dudley Hughes

Jenny Ludlow

Juliet Smith

Kirsti Edmead

Scott Fitzsimmons

Taylor King



Management Team

Claudia Slabon - Chief Executive

Claire Connelly - TARGET Manager

Emma Campion – Operations Manager

Katie Byrne (Marsh) – Milton Keynes Service Manager

Lorna Bhattacharya – Hub Team Leader

Yvette Lambe – Head Clinical Lead



Administration & Finance Team

Adam Finn-Scinaldi - Hub Operative

Karen Green - Bookkeeper

Sarah Kerr - Clerk to the Board

Tanya Costantino - Hub Operative

Fundraising Team

Billie Calland – Community Fundraiser

Brian Drury – Fundraiser & Bidwriter





Counsellors/Therapists

Adam Haves
 Alice Curran
 Alison Green
 Alexandra Bosnic
 Catherine Papworth
 Catherine Sharp
 Clare Bolton
 Debera Torpey
 Deena Singh
 Emma Moore

Youth Specialists

Esther Allday
 Alison Mitchell
 Emma Moore
 Gemma Muscutt
 George Tosdevin
 Giuseppe Finn-Scinaldi (Pep)
 Jordan Redshaw
 Kimmy (Sonia) Stuart
 Lyn Brain (ChISVA)
 Tia Paulizky
 Tony Butcher
 Emma Stafford (sessional)
 Honorata Chorazy-Przybysz (sessional)
 Kam Kamaljeet (sessional)
 Kim Jeffs (sessional)
 Lesley Moules (sessional)
 Louise Flack (sessional)
 Sarah Kinchin (sessional)

Freyja Montali
 Jane Elliott
 Jane Wildbore
 Julie Lee
 Kate Darbon
 Kim Orlandini
 Mike Santoro
 Natasha Saddington
 Navdeep Bains
 Ophelia Woods
 Philippa Oliver-Dee
 Rachel Spence
 Rebecca Bradley
 Rebecca Vivash
 Sally Humphries
 Sarah Gage
 Sheila Dommett
 Sophie Marsh
 Stacey Mawson
 Sue Dutton
 Victoria Gess
 Wendy Pidd
 Yvette Lambe
 Yvonne Hodson



Friends and Fundraising



We are humbled about the support we received from the community – individuals, local groups, charitable bodies, local organisations and businesses, parents, young people and friends.



This year Service Six was reliant on a wide variety of sources of funding and donations. The financial support has been vital in enabling us to help the children, young people, adults and families who have come to us for help.



41
Fundraising
Events





Staff Tombola at Nationwide



Great Doddington WI Fundraiser

We are deeply grateful for all contributions and pledges of all sizes because they show the continued power of the hope we all share – a hope for children and young people to live worry-free lives in a safe and secure world.

The enthusiasm we saw this year brought a strong inflow of funds to our services and further support for the next few years.

The continued financial and in-kind support that Service Six received is fundamental for our ability to pursue our mission, providing life-changing and often life-saving support.



Inventive Hampers from Students at Moulton School



Christmas Bag-pack at Waitrose in Rushden



**Christmas presents from
Collingwood Lighting**



Chocolate-Elves



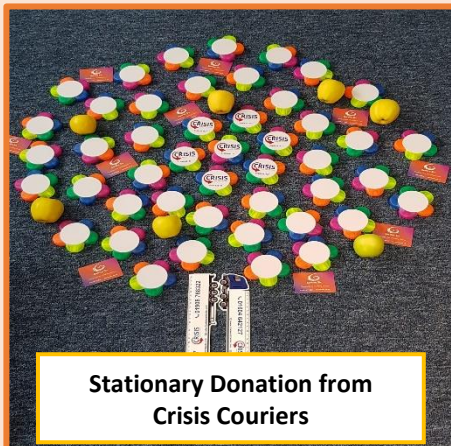
SPA Wellingborough & former Mayor and Mayoress of Wellingborough



**Desborough Trinity Singers
Community Concert**



**Stationary Donation from
Crisis Couriers**



**RESTAURANT
TAKEOVER**



Food Donation from Collingwood Lighting



Brooklands Farm Primary School



Barn Dance at Scott Bader



East Northants Council Chairman's Dinner Dance



Sharnbrook Theatre Charity Night





Oakgrove School



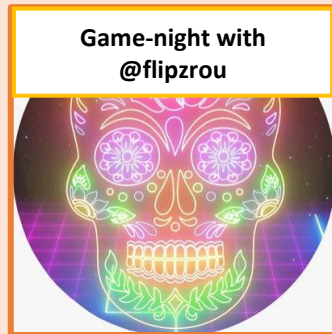
Capsule Wardrobe



Tony's Head-shave



Alyssa's sale of hand-made bath bombs and fudge



Game-night with @flipzrou



Emma's Marathon

We would like to acknowledge with special appreciation the many individuals, companies and organisations who supported us throughout 2019-2020.



Through financial support and great commitment, our partner organisations enable many young people to access support and give them new perspectives opportunities.

Thank you to our Funders & Supporters



BeyondTheory
business training & coaching

Proudly supporting youth social action



Charity Leaders Network





The Queen's Award for Voluntary Service



MOULTON SCHOOL
& SCIENCE COLLEGE



Championing advice and counselling



THANK YOU for your continuing Trust and Support!!!



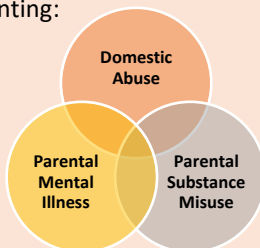
Therapeutic Services

Service Six' therapeutic services are **accredited by the British Association for Counselling & Psychotherapy (BACP)**. We are immensely proud to hold this recognised quality standard as it demonstrates that we offer an accountable, ethical, professional and responsive service to clients, staff, volunteers and stakeholders. We take pride in providing a professional, experienced and safe counselling service of the highest quality.

December 2014 – December 2024



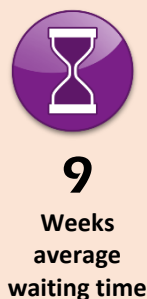
Many of Service Six's beneficiaries are disadvantaged children and young people, most experiencing multiple deprivation aspects including poverty, discrimination, loss, abuse, neglect, poor and toxic trio parenting:



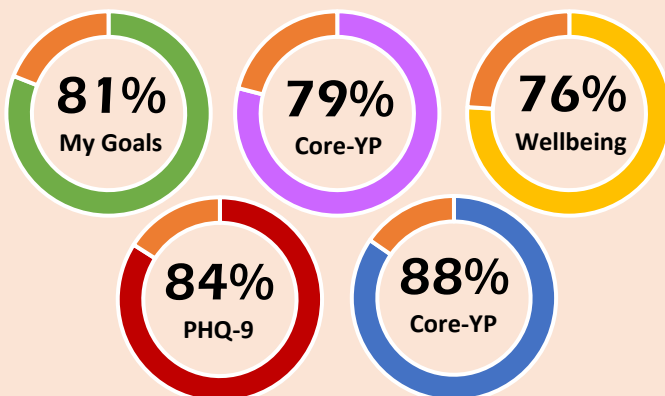
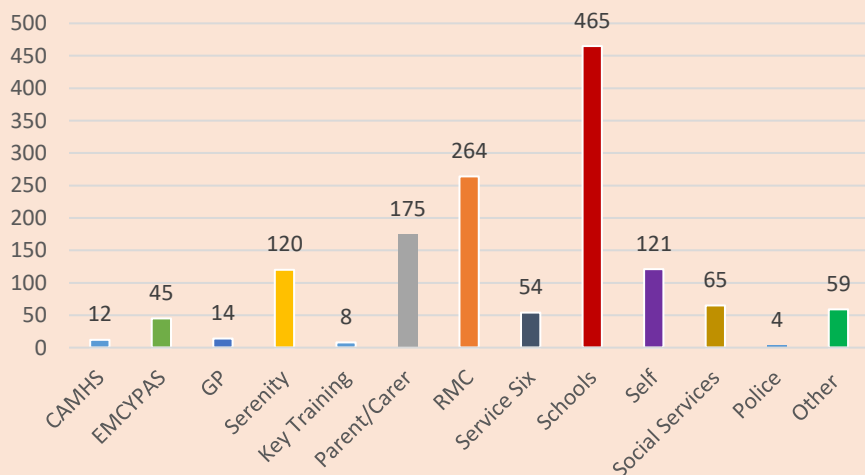
Such disadvantage has a profound and lasting impact on our service users damaging their health, mental health, development and ultimately affecting their life choices, risk taking behaviours and potential personal, social and economic achievements now and into the future.

We offer a wide range of therapeutic interventions for children aged 5 years and over, young people and adults; including:

- Play Therapy
- Therapeutic Play
- Dyadic Play Therapy
- Integrative Children's Therapy
- Youth Counselling
- Adult Counselling
- Family Therapy
- Trauma Therapy
- Pre-Trial Therapy
- Phone & Online Counselling
- Cognitive Behavioural Therapy
- Person-Centred Counselling
- Mindfulness
- Emotional Literacy & Resilience
- Support Plus



Referral Sources



NHS Northamptonshire Clinical Commissioning Group and Public Health Northamptonshire funding for Youth Counselling continues to allow Service Six to provide vital free professional therapy services for young people between the ages 11-18 years (up to 25 for Disabled young people), living in Wellingborough and East Northants.

Our East Northamptonshire Council Community Support Grant enable Service Six to extend a range of free specialist and evidence-based counselling and support services to children, young people and adults living in East Northamptonshire.



At Service Six we are experts in providing therapeutic interventions for children and young people who have been traumatised through their experience of sexual abuse. In partnership with Northamptonshire Health Foundation Trust (NHFT), Serenity Sexual Assault Referral Centre (SARC), Children & Young People East Midlands Sexual Assault Services and Nottingham University Hospitals NHS Trust we work with children and young people across the Leicestershire, Lincolnshire and

Northamptonshire to provide age appropriate locally delivered counselling or therapeutic interventions to children and young people who have experienced sexual abuse or assault.

Many clients have on-going court cases which require our counsellors to be especially careful in following strict protocol prior to any judgment. This is



called Pre-Trial Therapy. Given the seriousness of the presenting issues most clients are seen for medium to long term support.

Clients report that the therapy they received was invaluable in helping them to come to terms with the abuse and in finding new coping strategies.

We are in our fourth year to providing a Child Inter Personal Violence Advisor (ChISVA) for the Northamptonshire SARC in partnership with Serenity and The Voice, who is trained to look after the needs of the child, helping them to understand how the criminal justice process works and to provide information to enable them to make the right decision.



15th November 2019

**BBC Children In Need Appeal on
BBC Look East**



Background

Amy, aged 14 years, living at home with mum, brother and sister. Amy's older sister resides in hospital under specialist mental health diagnosis. Amy has not contact with biological father for the majority of her life due to history of domestic violence. She presented with high levels of anxiety, intrusive thoughts, suicidal ideation and identity confusion, has difficulty maintaining relationships with peers in school, and an inability to manage anxieties. Amy does not enjoy socialising and does not often leave her bed.

Intervention – NHS Youth Counselling

Initial Assessment - Amy presented in an anxious and low mood, appeared defensive towards certain areas and struggled to discuss some of her experiences. Observation: she is holding her hands together tightly and constantly fidgeting, appearing irritable. Amy discussed how overwhelming life can feel at times and shared her ideation to not be here anymore. We explored these thought processes and intentions, ensuring Amy's immediate safety and further explored support networks and protective factors in place. She expressed her desire to work towards changes but shared her sense of feeling confused and trapped within these emotions. Spoke through her personal desired outcomes of the therapeutic process working towards growth.

Session 1 – Amy appeared less irritable and ready to engage in the session, sharing her experience of the past week and how she has been thinking about her intrusive thoughts and anxieties since the last sessions. Amy was able to explore previous challenging experiences which led her to feel anxious. She carried out an activity around emotional literacy identifying her own experiences, enabling Amy to increase emotional vocabulary to gain a sense of her own feeling and to be able to communicate this.

Session 2 - Amy shared she had been evaluating the friendship group she is in within school and how she feels awkward and anxious around her peers. She explored the history of her relationships, discussing how she had to be a certain way to fit into this group and be accepted. Amy was able to verbalise this feels stressful and continued working on emotional literacy activity where she was able to name and acknowledge feelings and past experiences. She explored her perception of certain feelings and how she believed some feelings were not allowed or would make her weak. Amy had space to process these beliefs she holds and the impact this of this.

Session 3 – Amy shared she had been speaking to a new peer within school and made a choice to leave her old friendship group. Sge expressed feeling comfortable and accepted around the new group, not having to try so hard to fit in. Amy choose to explore anxiety within this session and talked through the emotional and physical effects of feeling anxious, leading to panic. Amy mapped out these effects on a body template. Psychoeducation was offered around anxieties and stress responses to help Amy understand what she is experiencing, such as fear and potential associated symptoms, identifying personal triggers and fostering awareness of how the brain and body respond to stress.

Session 4 – Amy shared she has been feeling happy that her new friends. Being invited out at the weekend and she was excited to see them again. Amy shared that she felt she had been able to relax a lot more recently and feels this has happened by being her true self and not trying to fit in with everyone. This was a new experience which felt confusing. Amy mapped out her behaviour ‘rules’ around how she thought she should be to be accepted and made a picture of her true self, including all her qualities and unique parts of herself and spoke about how she feels being each one of these.

Session 5 - Amy appeared slightly nervous, sharing she wanted to talk about her sister who no longer lives with her due to her mental health issues. She spoke about feeling sad and anxious for her sister and feeling responsible to help her. After Amy talked through her scary experiences witnessing her sister becoming unwell and the behaviours she exhibited within the home, we worked towards understanding that her sister was in a place where she is supported and being cared for. Amy acknowledged she also felt safer and less anxious at home and by having contact she can maintain the relationship. Amy talked about wanting to let go of this responsibility knowing it wasn’t hers to keep. We carried out a visual exercise in the form of a responsibility pie. She then explored how helpful/ unhelpful these were and choose which ones were necessary to focus on.

Session 6 - Amy appeared to be in a flat mood today, sharing she was worried as this was her final session. We explored the changes and growth Amy had experienced to date and how this could continue. We carried out a creative way of working in the form of ‘the tree of life’, using paper and coloured pens to identify her support networks, strengths, abilities and resilience. Amy talked about her future goals and aspirations and where she wanted to be. Amy stated that she has learned if she lives by other peoples ‘rules’ and expectations of her, she feels unhappy, anxious and not good enough. Amy explained that when she has been brave and been her true self, people do accept her and she feels happier and able to achieve more for herself.

Evaluation

Amy benefited from exploring identity, enabling her to form a stronger sense of self. Psychoeducation around anxieties allowed Amy to identify their own triggers to anxious situations and start to work towards being able to manage these differently.



Background

Sarah, 15 years old, living at home with mum, step-dad and sister. Has recently returned home to live with mum after residing with dad for 3 years, still has regular contact with dad. Sarah has been permanently excluded from mainstream school. She presented with low mood/depression and high levels of anxiety. Sarah describes being paranoid a lot of the time and does not leave the house unattended. Sarah experienced Sexual Assault.

Intervention – NHFT Pre-Trial Therapy

Initial Assessment - Sarah was reluctant to engage within the process, stating she had many counsellors/workers trying to help her and nothing has worked. We explored her expectations of therapy and Sarah shared her previous experience of feeling judged, not cared for and let down. We discussed the her choice to remain in therapy allowing her autonomy. Sarah choose to take part in the initial assessment and shared her therapeutic goals: not to feel so scared and to be able to leave the house again.

Session 1 to 20 – Sarah felt highly stressed with life and her historical experiences. She talked about previous relationships and the distrust she experienced, stating she is thankful to have her boyfriend who is very supportive.

Over the coming weeks Sarah started to feel angry as she as struggling to fit into her boyfriend's cultural expectations, not being able to do things because she is female and how this would fit with her future aspirations.

Sarah felt excited and nervous about returning back to a non-mainstream educational setting. Exploring her social anxiety and fear of judgement.

Sarah started to look forward to coming to the sessions, getting used to a routine. Using CBT techniques, she worked through self-awareness, triggers and responses. She explored grounding, breathing and mindfulness exercises, feeling a sense of freedom.

After 7 weeks, Sarah felt disbelief and scared and ended the relationship with her boyfriend as she felt his behaviour and expectations of her were not realistic. She stated that she is practicing mindfulness before bedtime which had a positive impact on her sleeping the last few nights. She also talked about her experience of returning to education and the impact on her wellbeing. She felt worthless, shame and guilt, acknowledging the negative way she views herself and how she feels other view her like this too.

Sarah became more confident and got in touch with some old friends, and was happy that she was able to leave the house alone to meet with them. Sarah started to feel more settled at school, building new relationships. She still mistrusted people and their intentions and explored boundaries within relationships, looking at 'what is best for me'.

We explored historical relational patterns and the behaviours which present and Sarah explored her own expectations within a relationship by mapping out what values and morals will meet her needs and feel appropriate.

Sarah shared that at times she finds it difficult to make decisions and that her choices leave her vulnerable. We introduced a creative activity 'My Rule Book' which enabled Sarah to explore feelings, opinions and beliefs – hers and others.

Half way through her sessions, Sarah stated that she is feeling anxious and overwhelmed about the upcoming court process and the effect of this lengthy process on her wellbeing. She felt stressed about not being in control of the process and the potential outcome. Factual information regarding the court process were offered.

Sarah started to talk about the effect of being removed from her mother's care and not having contact. Sarah became more compassionate of herself and her journey, sharing her understanding of events and experiences. She was given the opportunity to complete a narrative to continue processing historical events and future goals.

During the completion of the narrative, Sarah drew, wrote and talked of her experience of life to date but not about the incident of sexual assault. She created a 'River of Life', making sense of her memories and verbalising her past and present relationships and the impact these have on her life.

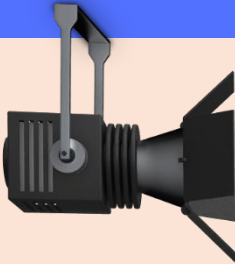
At the end of the sessions, Sarah was able to secure a place on her desired college course for the following year. She was very excited and enthusiastic about her new chapter. Using her narrative as a guide, Sarah wrote down feelings, events, people, sounds and memories which she no longer needed to hold on to and 'throw' them into her hand-made cardboard container. The container was sealed and Sarah made plans for it to destroy it.

Sarah seemed to become a very happy person, reconnecting with family and friends, looking forward to a family holiday abroad. It was time to talk about ending the sessions, which Sarah felt nervous as she felt anxious to feel alone and hard to cope. Through the 'Tree of Life' she was able to identify her support networks. Positive influences, memories, values, morals, strengths, abilities, goals and aspirations.

During the last sessions Sarah became emotional as she was upset the work with us was coming to an end. Together we identified how far she has come and grown and Sarah stated that she was happy about having a more positive outlook.

Evaluation

Sarah benefited from being able to explore the triggers for her anxiety from speaking to someone who was listening unconditionally in a safe therapeutic environment. Identifying the triggers further supported her to be able to process and look at past experiences and make sense of the past and her identity.



The OPAL Project

LET'S TALK ABOUT SELF-HARM

The OPAL Project was founded in 2004 by two self-harming young people to help other young people manage difficult situations in a healthier way so that they do not feel the need to self-harm.

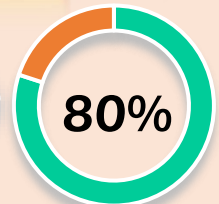
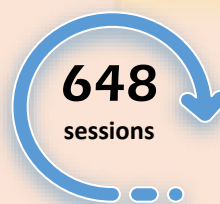
The OPAL Project is supporting children and young people aged 10-18 across Northamptonshire who are struggling with their emotions, feeling stressed, self-harmed or thinking of harming themselves.

We offer emotional and mental health support programmes which are bespoke to young people's needs and include to:

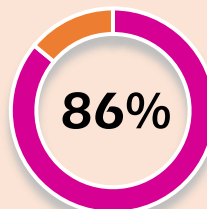
- Reduce their anxieties
- Increase their self-esteem and
- Increase their resilience

The OPAL Project supports young people to become stronger, understand their feelings to cope better with everyday situations and to

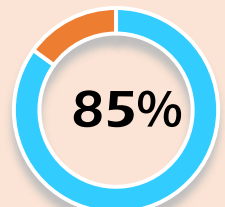
live a healthier and happier life.



Reduced Self-harm



Increased Self-esteem & Confidence



Reduced Anxiety

Client Journey



Jamie; 15 years' old young self-harmer with ADHD and other medical conditions that affect his physical and mental health.

Jaime presented very nervous and it was key to build a rapport and trust by being consistent and working at Jamie's pace to make him feel comfortable.

Jamie opened up about the loss of his confidence after an incident at school which left him feeling anxious and wanting to harm himself.

He set himself two key goals he wanted to achieve:

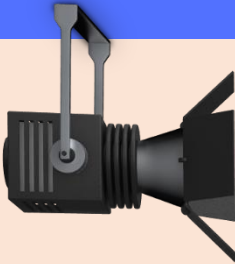
1. to stop his self-harming behaviour through learning healthier coping techniques.
2. to process and deal with his emotions associated to the school incident.

Session 1 - 7 were focused on exploring triggers for his self-harm and distraction techniques which we shared with mum so she can support him at home. Jamie designed a 'machine' to help him process these ideas.

He explored his painful experiences, separating the parts which are no longer relevant or important.

Jamie stopped self-harming using a combination of gaming and spending more time with his family.

He is now looking forward to the new school year.



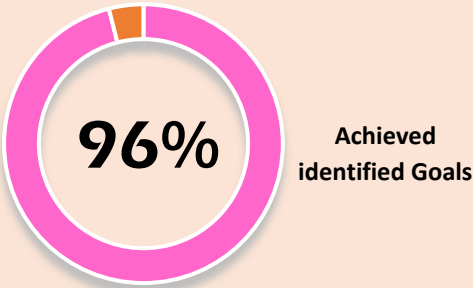
YOUTH STARZ Project MK

YOUTH STARZ has been designed to focus on understanding what preventative measures and early intervention are needed to enable children and young people to:

- develop transferrable life skills
- build self-esteem and confidence
- develop a peer support network
- train to be Wellbeing CHAMPIONS
- mature into resilient young citizen

YOUTH STARZ activities helps young people to explore and adopt alternative coping strategies and understanding of their behaviours and its consequences.

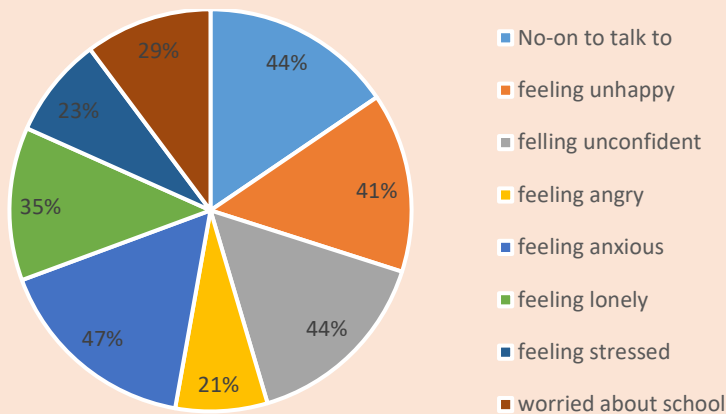
YOUTH STARZ contributes towards active and vibrant communities within Milton Keynes with the aim to transform the lives of CYP, no matter what social and economic challenges they are facing, by helping them recognise and develop their creative talents, interest and aspirations through high-quality, youth-led and meaningful activities



National & Local Fit

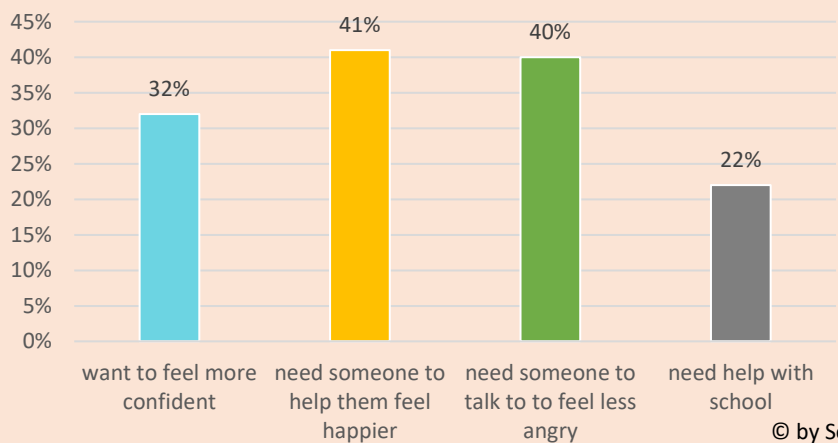
Young people tell us that they feel anxious and have low self-confidence as a result of their diverse experiences of abuse, trauma, inequality and loss.

In 2019 we have consulted with over 500 children and young people aged 8+ years across Milton Keynes. 457 of them told us they have multiple needs because



During our consultation CYP told us that they

- want to feel more confident (32%)
- need someone to help them feel happier and healthier (41%)
- need someone to talk to who will listen and help them to stop being angry (40%)
- need help with their difficulties in school (22%)



Jake 14 years

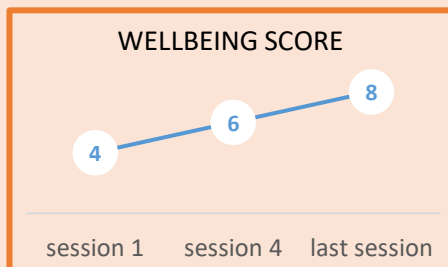
Presenting issues: Anxiety and Low Mood

When Jake was initially referred to Youth Starz he was a non-school-attender for the last 8 months due to his high anxiety level, despite school putting a range of support in place for him. Jake was initially hard to engage, cancelling sessions due to not being at school. He had been subjected to severe bullying at school and consequently didn't feel safe at school.

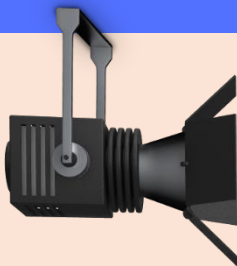
Support sessions were arranged at our Community Centre at Chapter House. Jake presented with high anxiety when attending his first session as he was coming to an unknown place. Over the coming weeks, Jake fully engaged in the sessions taking on board the skills and techniques to help him manage his anxiety, including keeping a mood journal and using his five senses in situations he could feel his anxiety increasing to ground himself.

During half term our team provided holiday activity sessions, a perfect way to enable Jake to socialise with peers his own age in an environment he felt safe in. Jake and his Youth Specialist discussed his attendance prior to the activity sessions to enable him to prepare himself for interacting with other young people, which was one of his identified goals. The following week Jake arrived at the first activity session, being clearly anxious but with encouragement he began to relax. Staff introduced him to other participants and he soon started to talk and interact with them. Jake stated that he had enjoyed taking part. Jake continued to attend the activity sessions, making friends with another young person his age who will join the same school as him after the summer holiday. Both remained in contact, meeting up at weekends.

Jake and his Youth Specialist developed a tool kit for him to help himself to manage his anxiety. He decided to attend school for half a day. Jake enjoyed his first day back and gradually over the next few weeks increased his attendance until he was back full time. Jake changed his friendship group and made use of his anxiety tool kit. Jake continues to attend positive activities, taking on the role of a young leader, sharing the knowledge he gained building his tool kit to help other young people.







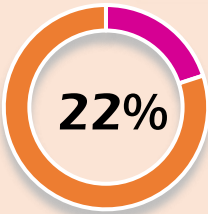
No Need for NEET

NO NEED FOR NEET provides a career essential programme of individual bespoke and intense Mentoring, Coaching and Wrap-around support service across Northamptonshire for young people and young adults aged 16+ who want to re-engage in Education, Employment or Training.

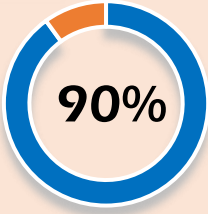
A Personal Development Programme offers young people a safe space to break down emotional barriers and to explore and understand their opportunities and potential by offering them a flexible approach to address multiple individual emotional and practical needs.



Participants supported across Northamptonshire

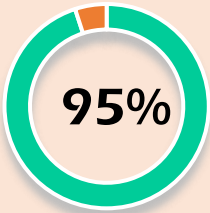


Care Leavers



Achieved Identified Goal:

- Get a job
- Get into College
- Having a routine
- Increase self-esteem
- Manage Anxiety



Improved Wellbeing

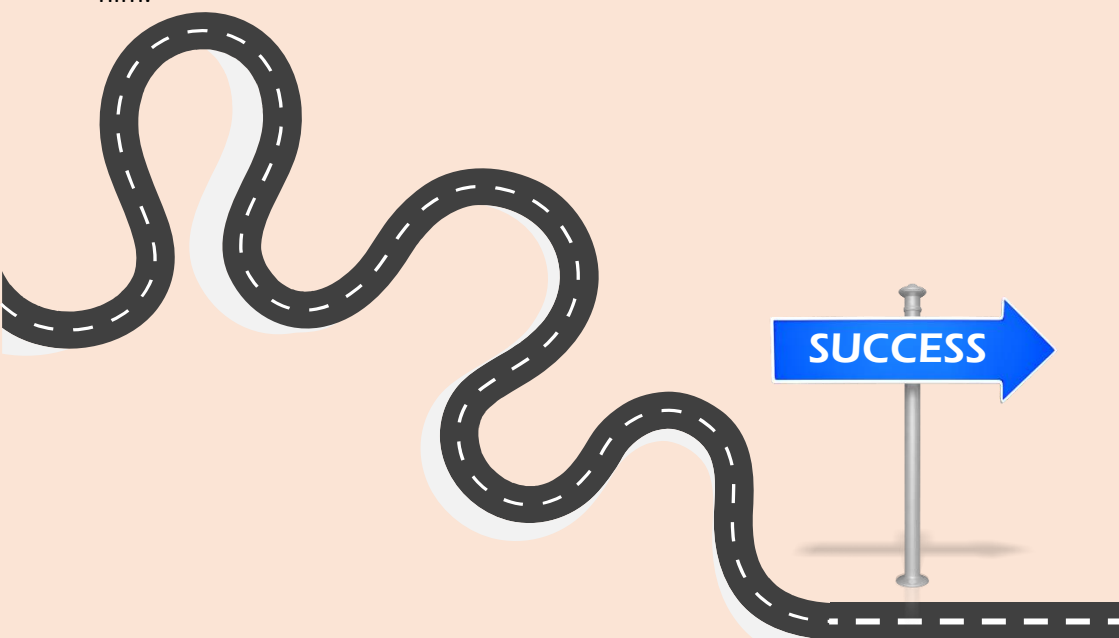
Robbie, 18 years old, presented with high levels of anxiety, which was causing barriers to progress into employment.

Robbie met with his NEET Mentor on a weekly basis and identified the many strengths and qualities he already has.

They agreed on small tasks to complete each week, such as writing his CV, practicing telephone and interview skills which increased Robbie's self-belief and confidence.

Robbie attended successfully an interview to work in retail and progressed into employment. This was at the height of the COVID-19 outbreak, which demonstrated Robbie's inner strength and growth.

Robbie is now able to reflect on his own accomplishments and is proud of his hard work and believes in himself that he will have a great career ahead of him.

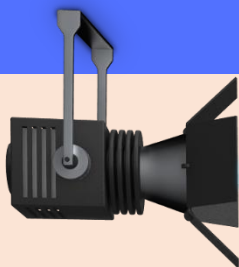






13th March 2020

3rd Annual TARGET Conference



TARGET

Targeting And Reducing Grooming, Exploitation and Trading of Children and Young People ONLINE

TARGET is a three-tiered model centring around relationships with children and young people, to educate and support them in the dangerous and often unknown and understated technological world and offer a variety activities and access to specialist support and opportunities of becoming TARGET Champions, providing peer support.

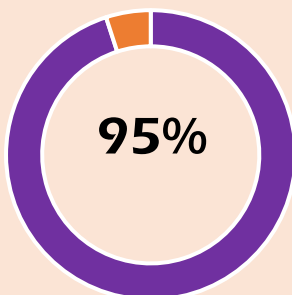
TARGET has been designed to focus on understanding what preventative measures and early intervention are needed to enable children and young people to:

- improve their wellbeing,
- increase their online protective behaviours,
- build their self-esteem and confidence,
- develop a peer support network and
- mature into resilient young citizens to live happier and healthier lives.

TARGET exemplifies a youth led and needs led co-produced model of research and interventions where the voice of the child enables relevance and reliability.

Through genuine communication and co-production strategies we work with and for vulnerable children and young people. They tell us what they need, how they need it and what approaches will work well. We listen, hear and act upon their identified needs and interests.

Our main aim is to continue increasing awareness through activities, workshops and group work, focusing and educating on the online grooming process relating to sexual and criminal exploitation, as Child Sexual Exploitation (CSE) and Child Criminal Exploitation (CCE) are entangled on so many levels; often starting through grooming online and ending in exploitation and trading of children and young people off-line.

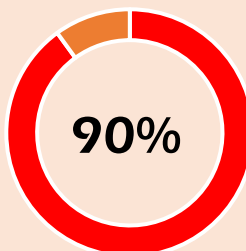


- Reported increased knowledge
- Feel much happier and less anxious now they know how to stay safe whilst online
- Feel more confident in reporting unsafe and uncomfortable online incidents to an adult or their peers
- Have learnt new skills and improved their communication skills with peers and adults

National and Local Fit

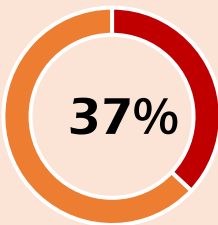
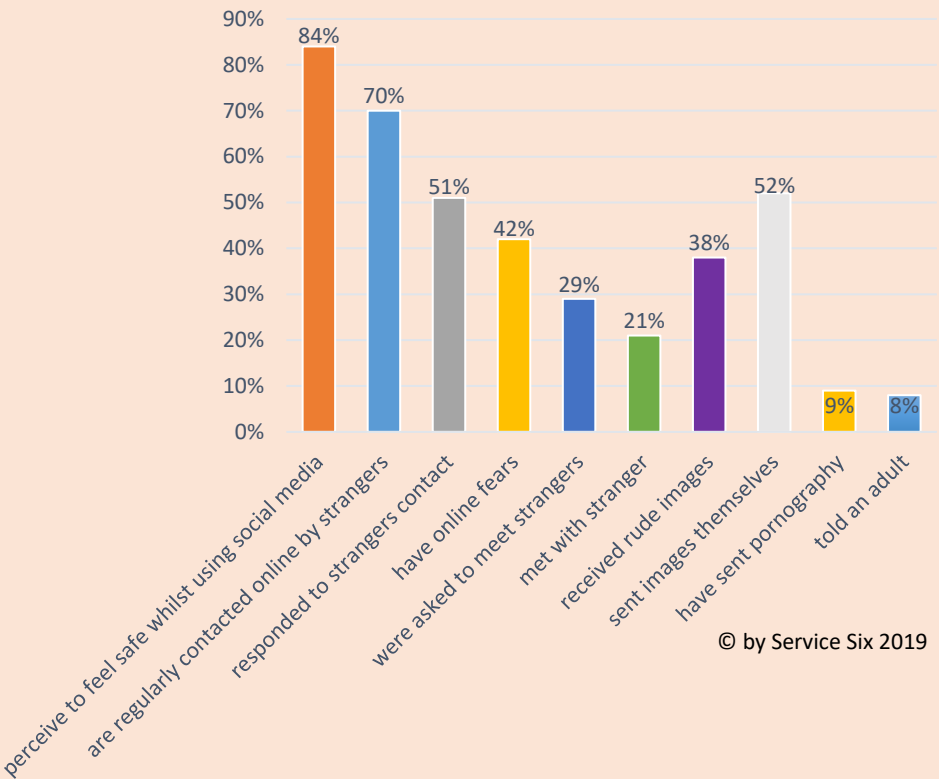
Most children, young people and adults have an online presence. This is increasingly unavoidable. Social Interaction is online. Research for school topics and homework are online. Communication is increasingly via Instagram, WhatsApp, Snapchat and other

platforms. Games have moved from the playground and streets to online, in a world afraid of the real-world portrayal in the media (Carrington 2016). The numbers of Adverse Childhood experiences (ACEs) encountered effects on individual's vulnerability. The current risk literature mainly revolves around crime and prison, injury and death, education and other 'real-world' factors. Factors that increase real-world vulnerability influence online vulnerability.

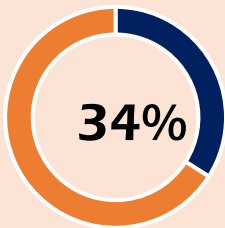


**11 – 16 year
olds having a
social media
account.**

During September/October 2019 we conducted a co-produced consultation with over 300 CYP aged 11 - 17 and discussed their online behaviours. The results affirmed our previous findings from 2016; TARGET is needed. Young people told us:



**Need better
information on
sites and apps
in schools and
colleges**



**Need help and
information via
online apps
and helpline**

Client Journey



Ella, 13 years' old who experienced online grooming through social media platform, sharing indecent images of herself which resulted in extensive bullying at school and her images being re-shared. Ella received support from the RISE team and had a managed move to a different school.

Ella was referred into the TARGET Support Group at her new school as a result of her grooming experience and current behaviour:

- Angry outbursts at home and at school
- Blaming teachers for being rude to her
- Blaming mum that she is not listening to her and not having a good relationship with her

Ella presented polite and informed within the group and started to build closer relationship with other participants.

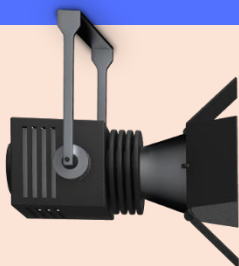
She opened up to the group about the difficulties she is experiencing, such as having her phone removed.

Topics worked on:

- Signs of Grooming
- Risk and motivation
- Vulnerabilities and victims
- Kayleigh's Love Story
- Breck's Last Game

Ella shared her personal story with the group, especially re the real threat of accepting friend requests from strangers.

Ella has grown in confidence and believing in herself. She is now a TARGET Champion, using her experience to support her peers and to passionately challenge victim blaming.



SISTER SISTER

The Sister Sister Project operates currently in Milton Keynes, Northampton and Wellingborough and engages vulnerable young women aged 14 to 25 years old in a flexible package of support to address their historical needs.

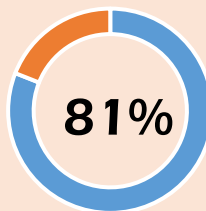
Sister Sister provides a community-based holistic wrap-around package of early intervention and prevention to young women with or at risk of Mental Health difficulties with psychological, emotional and practical support, targeting those with a range of vulnerabilities who are less likely to access support. This includes girls from BAME background and those who experienced violence or homelessness.

Advice and Support addresses a range of social and emotional issues including:

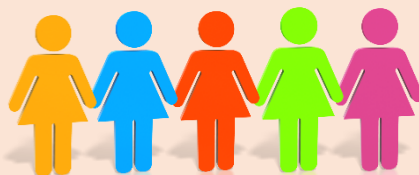
- Housing and benefit
- Employment and education
- Relationships and peer networks
- Isolation and Resilience
- Self-esteem and Confidence
- Mental Health & Wellbeing



**Young Women supported in
Northampton & Wellingborough**



**Improved Wellbeing &
achieved positive Outcome**





Amita, 17 years' old

Amita attended a Sister Sister drop-in session at school. She experienced high levels of anxiety, low mood, had a history of self-harm and was struggling to cope with school. At home, Amita had been experiencing a lack of parental support, neglect and emotional abuse since she was young; however, it was not until her attendance dropped during the first term of sixth form that any difficulties were noticed. Amita was referred to the Sister Sister counselling service.

When she was young, her father was convicted of sexually abusing her brother and went to prison. Her mother began drinking, had a number of health issues, became neglectful and emotionally abusive. This worsened when Amita's older brother left home and she no longer had his protection. The relationship with her mother deteriorated as she reportedly showed no attempt to address any problems.

Amita felt stuck in her situation, experiencing feelings of hopelessness and helplessness. Her brother offered Amita a place to stay if things got really bad with mum, but Amita did not take him up on his offer as she was convinced to be a burden to others.

Over her time in therapy a shift in attitude was evident. Initially Amita was very stressed but found it hard to verbalise what was going on for her. She would say she'd had a bad week or things were difficult with her mum, but would struggle to say or to remember what had happened. She started writing things down to explore in her sessions to challenge the defence mechanisms that she had been using, allowing her to integrate and process her experiences.

Eventually Amita was able to recognise patterns in her mother's behaviour, started developing closer relationships with her older siblings and understanding her own family history. After an argument with her mum, Amita decided to stay with her brother. Her attitude changed from being one of *'things won't get better, and I have to stick it out'* to *'I can do something to make my situation better, and there is a future for me'*. She also started to realise that she deserved to have a better life. Attending counselling sessions empowered Amita to believe in and take care of herself, with a noticeable change in her presentation - her body language, her view of the future and her outlook on life and relationships.

In the Spotlight

Service Six



SHAPE Project



Happier Families

The Self-Harm Awareness & Prevention Enterprise – SHAPE Project is a new partnership between Service Six, Rushden Mind and CHAT Youth Counselling and is supported by Northamptonshire Public Health and East Northamptonshire Council.

The aim is to reach 11 to 16 year olds:

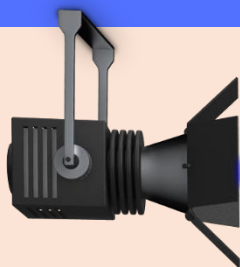
- to educate and increase awareness about self-harm
- to help young people talk more openly about self-harm
- to help young people to gain access to services and support.

The SHAPE partners provide awareness events at schools across East Northamptonshire, offer support groups locally and the option for young people to engage in 1-2-1 therapeutic interventions.

The Happier Families Project is supported by the Department of Health & Social Care and Northamptonshire Public Health; delivered by the REACH Collaboration. REACH is a partnership between the five youth counselling organisations in Northamptonshire:

- CHAT Youth Counselling
- Service Six
- The lowdown
- Time 2 Talk
- Youth Works Northamptonshire

REACH teamed up with Action for Happiness to provide specific interventions and drop-in services for families and younger children. Our family programme is based on the Ten Keys to Happier Living - Giving, Relating, Exercising, Awareness, Trying Out, Direction, Resilience, Emotions, Acceptance and Meaning



VYBZ & MEWS

VYBZ Youth Group in Wellingborough provides a weekly safe and fun space for children and young people all ages to meet, mingle and take part in educational and leisure activities.

We have continued to grow our engagement and relationships with the young people and the local community.

There is a Need to Feed and as a result our most enjoyable session is cooking and baking. Preparing the food and sitting together to eat their meal and sharing on a weekly basis one thing they are grateful for in their lives makes our youth club family stronger and stronger. This is an incredible experience for young people that often do not have the opportunity to eat as a family at home. Often we cook too much so young people can take food home to their families.

Watch the Major Works Makeover Project on our YouTube Channel

<https://www.youtube.com/watch?v=-mGb82BXsxl>

Managing Emotions and Wellbeing Service – MEWS - is a weekly drop-in for young people between the ages of 11-18 to have a safe space to talk to our team of Youth Specialists about any worries they may have and to receive guidance and strategies to help them improve and manage their wellbeing.

MEWS is a comfortable relaxed space for young people to discuss any worries or emotions they may be going through. It is a safe place to talk about their mental health and wellbeing.

Our greatest achievement this year is our newly refurbished community centre! Places for People have chosen us for their Annual Major Works Makeover Project which has had a massive impact on our local community who are using the community centre on a regular basis. We are now able to hire out our new added training/meeting room which provides us with an independent income stream.

Huge Thank you to Places for People and their contractors.

Legal & Administrative Details



Service Six

Registered Charity No: 1132490

Registered Company No: 06740611

Registered Address:

15 Sassoon Mews, Wellingborough,
Northamptonshire, NN8 3LT

Office Phone: 01933 277520

Email: referrals@servicesix.co.uk

Website: www.servicesix.co.uk

Also available on Twitter, Facebook,
LinkedIn and Instagram

Bankers

NatWest Bank PLC
40 Market Street
Wellingborough
Northamptonshire
NN8 1AD

Board of Trustees

Rachel Mallows MBE DL
(Chairperson & Company Secretary)
Until Sept 2019

Andrea Wood
(Chairperson & Company Secretary)
Since Sept 2019

David Culwick (Vice Chair)
Until May 2020

Jenny Ludlow (Vice Chair)

Salvatore Cortese (Treasurer)

Dudley Hughes

Auditors

DNG Dove Naish LLP
Chartered Accountants & Statutory
Auditor
Eagel House
28 Billing Road
Northampton
Northamptonshire
NN1 5AJ

Solicitors

Tollers Solicitors
2 Castilian Street
Northampton
Northamptonshire
NN1 1JX

Scott Fitzsimmons *Until Sept 2020*

Taylor King *Until February 2020*

Carole Walton *Since Sept 2019*

Kirsti Edmead

Asmita Sedhai *Since Aug 2020*

Karen Blackett *Since Aug 2020*

Sydney Shaw *Since Aug 2020*

Tonya Kingham *Since Oct 2020*



The Trustees are pleased to present their report and the financial statements for the year ended 31st March 2020, which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

Objectives and Activities

The charity's purpose as set out in the objects contained in the company's Memorandum of Association are to:

Provide advice and support to the children, youth, families and communities of Northamptonshire and surrounding area through the provision of counselling services, group work and educational workshops, conferences and information campaigns relating to youth issues and sexual health issues.

Structure, Governance and Management

Governing Document

The organisation is a charitable company limited by guarantee, incorporated on 4th November 2008 and registered as a charity on 5th November 2009. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. The company formerly operated as an unincorporated registered charity registered in 1979.

Recruitment and Appointment of Trustees & Key Personnel

Trustees of Service Six are recruited and appointed in accordance with the Recruiting Trustees & Personnel Policy and associated Succession Planning processes. The organisation seeks to increase trustee numbers with additional or specialist skills and abilities to add to the existing range of expertise of the Board of Trustees and in accordance with the regulations of the Charity Commission of England & Wales and Companies House. Key management personnel remuneration is set by the Trustees using data from the benchmarking of similar sized charities with personnel holding comparable responsibilities, this is reviewed annually by the HR committee.

Trustee Induction and Training

The Trustees have developed a Recruiting Trustee & Personnel Policy, associated Succession Planning processes and a Board Improvement Plan within the organisation which includes the recruitment, induction and training of Trustees.

Organisational Structure

The organisational structure is outlined within an approved set of Standing Orders which clearly define the duties and powers of the Board of Trustees, Directors and Executive personnel. The Standing Orders outlines appropriately approved delegated powers and authorisation available to the Chief Executive with regards to company finance, personnel and associated processes.

Related Parties

Related party transactions are detailed in note 18. The company does not have any related parties in respect of larger umbrella, affiliated or associated companies or organisations. Service Six is a member of: the British Association of Counselling & Psychotherapy, Youth Access, National Youth Agency, Northamptonshire Chamber, Association of Chief Executives of Voluntary Organisations, Positive Pathway Alliance, Commsortia Northamptonshire, the National Council for Voluntary Organisations and the REACH Collaboration. Service Six works with a wide range of corporate, statutory and voluntary sector organisations which are mentioned throughout this report.

Risk Management

The Trustees of Service Six undertake regular risk assessment processes in consultation with the Chief Executive. The main risk highlighted within 2019-2020 has been the further reduction in support services available which had a subsequent impact on the demand on our services and needs of our beneficiaries. Furthermore the unprecedented challenges of the Covid-19 pandemic and full lockdown in March 2020 which could have had a significant impact on income and service delivery. The charity's commitment and actions towards making a positive difference alongside our robust reserve policy and extensive risk assessments ensured that the risk has been mitigated, investing sufficient resources in to moving our practice online to continue performing essential services whilst maintaining all personnel with the skills to manage administrative and income generating activities.

Financial Review

During the year total income rose to £860,559 a 17% increase on 2019, leading to a deficit in the year of £2,717. The deficit has reduced from last year by nearly £70,000. Total funds carried forward at the balance sheet date are £522,196 of which £116,571 is restricted funds.

Reserves Policy

At 31 March 2020 the free reserves balance stood at £402,722 where free reserves are calculated as general unrestricted fund, less illiquid fixed assets. It is the charity's policy to hold reserves equivalent to six month's running costs so the charity is meeting its policy. Income and expenditure levels are regularly and closely monitored as part of the charity's budgetary processes.

£150,000 are designated for redundancy provision (£90,000) and the charity's obligation for ethical completion of therapeutic provision (£60,000) and therefore not available for the general purposes of the charity at the end of the reporting period. Redundancy payments are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, and the obligation can be measured reliably. Redundancy is accounted for on an accruals basis. The amount identified for the charity's therapeutic service obligations is an estimate of the outlay required to complete any therapeutic service obligations should the charity cease to operate.

Any other funds are designated to provide a range of needs led services to meet the charities objectives and respond to beneficiaries impacted by the reduction in statutory services and the Covid-19 pandemic. The effectiveness of the policy reviewed in the light of the changing funding, financial climate and other risks and appropriate actions will be taken to bring reserves in line with this policy.

Public Benefit Statement

The Trustees of Service Six have complied with their duty to have due regard to the guidance on public benefit published by the Charity Commission of England & Wales in exercising their powers and duties. The main activities undertaken to further Service Six' purpose for the public benefit are in relation to advancing mental health and wellbeing, promoting community interests, assisiting the young and advancing education.

Principal Funding Sources

The principal funding sources and how expenses have supported the key objectives of the charity for the year are detailed within this report and the financial statement.

Responsibilities of the Trustees

The Trustees, who are also directors of the charity for the purpose of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2020.

The Trustees have adopted the provisions of 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).

Company law required the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditures, of the charitable company for that period.

In preparing these financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP;
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006, the Charities Act 2011 and the Charity (Accounts and Reports) Regulations 2008. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

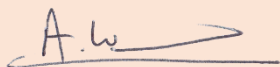
Statement of Disclosure to Auditors

In so far the Trustees are aware:

- There is no relevant audit information of which the charitable company's auditor is unaware; and
- The Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

This report has been prepared in accordance with the special provision of Part 15 of Companies Act 2006 relating to small companies.

Signed by order of the Trustees

A handwritten signature in blue ink, appearing to read 'A. Wood', is written over a horizontal line.

Andrea Wood (Chairperson)

Date: 19th October 2020



Service Six

Changing Lives • Creating Futures

Report of the independent Auditors to the Trustees of Service Six

Opinion

We have audited the financial statements of Service Six (the 'charitable company') for the year ended 31 March 2020 which comprise the Statement of Financial Activities, the Statement of Financial Position, the Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2020 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting

for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

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

Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

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

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities Act 2011 requires us to report to you if, in our opinion:

- the information given in the Report of the Trustees is inconsistent in any material respect with the financial statements; or
- the charitable company has not kept adequate accounting records; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

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

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

Our responsibilities for the audit of the financial statements

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

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

Use of our report

This report is made solely to the charitable company's trustees, as a body, in accordance with Section 144 of the Charities Act 2011 and the regulations made under Section 154 of that Act. Our audit work has been undertaken so that we might state to the charitable company's trustees those matters those matters we are required to state to them in the auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

DNG Dove Naish LLP

DNG Dove Naish LLP, Statutory Auditor
Eligible to act as an auditor in terms of Section 1212 of the Companies Act 2006
Eagle House
28 Billing Road
Northampton
NN1 5AJ

Date: 20 October 2020

Service Six - For the year ended 31 March 2020

Statement of Financial Activities (incorporating an income and expenditure account)

	Note	Unrestricted Funds £	Restricted Funds £	Total 2020 £	Total 2019 £
Income and endowments from					
Donations and legacies	1	17,018	-	17,018	3,429
Income from Investments	2	6,624	-	6,624	6,041
Incoming resources from Charitable activities					
Income from Charitable activities	3	577,591	259,326	836,917	726,550
Total income and endowments					
		601,233	259,326	860,559	736,020
Expenditure on					
Charitable activities	4	586,666	276,610	863,276	808,119
Total expenditure on Charitable activities					
		586,666	276,610	863,276	808,119
Net income/(expenditure) for the year					
		14,567	(17,284)	(2,717)	(72,099)
Balances brought forward at 1 April 2019					
		391,058	133,855	524,913	597,012
Balances carried forward at 31 March 2020					
		405,625	116,571	522,196	524,913

The company has no recognised gains or losses other than those included in the deficit above.

There were no discontinued operations.

The notes on the following pages form part of these financial statements.

Service Six - Balance Sheet as at 31 March 2020

Registered Company Number 06740611

Registered Charity Number 1132490

	Note	Unrestricted Funds £	Restricted Funds £	Total 2020 £	Total 2019 £
Fixed Assets					
Office furniture	8	1	-	1	1
Computer equipment	8	2,902	-	2,902	3,162
Total Fixed Assets		2,903	-	2,903	3,163
Current Assets					
Debtors and prepayments	9	21,595	3,253	24,848	64,119
Cash at bank and in hand		509,318	150,375	659,693	571,119
		530,913	153,628	684,541	635,238
Creditors: amounts falling due within one year	10	(128,191)	(37,057)	(165,248)	(113,488)
Net current assets		402,722	116,571	519,293	521,750
Total assets less current liabilities		405,625	116,571	522,196	524,913
Funds					
Unrestricted funds:	12				
Designated funds				150,000	150,000
General unrestricted funds				255,625	241,058
Restricted funds	11			116,571	133,855
				522,196	524,913

Service Six - Balance Sheet as at 31 March 2020 (Continued)

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2020.

The members have not deposited notice, pursuant to Section 476 of the Companies Act 2006 requiring an audit of these financial statements.

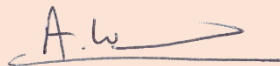
The Trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been audited under the requirements of Section 144 of the Charities Act 2011.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to charitable small companies.

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



.....
Andrea Wood
(Chairperson, Board of Trustees)

19th October 2020

.....
Date

Service Six - For the year ended at 31 March 2020

Statement of Cash Flow

	Note	Total 2020 £	Total 2019 £
Cash generated from/(used in) operating activities	13	83,118	(78,645)
Cash flows from investing activities			
Interest income		6,624	6,041
Purchase of tangible fixed assets		(1,168)	(4,717)
Cash provided by investing activities		5,456	1,324
Increase/(decrease) in cash and cash equivalents in the year		88,574	(77,321)
Cash and cash equivalents at the beginning of the year		571,119	648,440
Total cash and cash equivalents at the end of the year	14	659,693	571,119

Service Six - For the year ended at 31 March 2020

Accounting Policies

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)'. Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Service Six is an incorporated charity, registered in England and Wales. The charity's number and registered office address can be found on the Company Information page,

Company status

The charity is a company limited by guarantee. The members of the company are the trustees named on page 62. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £10 per member of the charity.

Fund accounting

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

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

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

Investment income and gains are allocated to the appropriate fund.

Incoming resources

All incoming resources are included in the SOFA when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

No amounts are included in the financial statements for services donated by volunteers.

Resources expended

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with use of the resources.

Fund raising costs are those incurred in seeking voluntary contributions and do not include the costs of disseminating information in support of the charitable activities. Support costs are those costs incurred directly in support of expenditure on the objects of the charity and include project management carried out at Headquarters.

Taxation

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

Service Six - For the year ended at 31 March 2020

Accounting Policies (Continued)

Tangible fixed assets and depreciation

Tangible fixed assets costing more than £1,000 are capitalised and included at cost including any incidental expenses of acquisition. Depreciation is charged at 33% per annum on cost of the asset using the straight line method. Smaller items are treated as an expense in the year of acquisition.

Fixed assets are stated at cost less accumulated depreciation and accumulated impairment losses. Where parts of an item of property, plant and equipment have different useful lives they are accounted for as separate items of property, plant and equipment.

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.

Pension costs

The company operates a defined contribution scheme for the benefit of its employees. The costs of contributions are written off against profits in the year they are payable.

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 comprehensive income under administrative expenses.

Financial liabilities and equity instruments are classified according to the substance of the contractual arrangements entered into. An equity instrument is any contract that evidences a residual interest in the assets of the entity after deducting all of its financial liabilities.

Where the contractual obligations of financial instruments are equivalent to a similar debt instrument, those financial instruments are classed as financial liabilities. Financial liabilities are presented as such in the balance sheet. Finance costs and gains or losses relating to financial liabilities are included in the profit and loss account. Finance costs are calculated so as to produce a constant rate of return on the outstanding liability.

Significant judgements and estimates

The preparation of financial statements requires the use of certain critical accounting estimates. It also requires management to exercise its judgement in the process of applying the company accounting policies. The areas involving a higher degree of judgement or complexity, or areas where assumptions and estimates are significant to the financial statements are disclosed within the individual accounting policies above.

Service Six - For the year ended at 31 March 2020

Notes to the Accounts

1. Income from Donations and Legacies

	2020 £	2019 £
Donations		
Gifts	17,018	3,429

All income from gifts is unrestricted. The Charity benefits from the involvement and support of volunteers, details of which are given in the annual report. In accordance with FRS 102 and the Charities SORP (FRS 102) the economic contribution of general volunteers is not recognised in the accounts.

2. Investment Income

All of the charity's investment income of £6,624 (2019 - £6,041) arises from money held in interest bearing deposit accounts.

3. Income from Charitable Activities

All income is derived from contractual services.

	2020 £	2019 £
Unrestricted funds		
NHS – Nene CCG	145,101	145,101
NHFT PSAP	160,000	160,000
Child ISVA – VOICE (2019 NHFT)	31,000	31,000
Orbit Housing	2,940	15,238
Commissioned Services	41,553	32,862
East Northamptonshire Council	20,000	20,000
Wellingborough CSP	2,000	4,622
Places4People	10,829	8,677
Youth Works	18,292	473
NHS – Waiting List Initiative	43,785	-
Wellingborough Homes	3,795	-
NCC – 1-1 Support /Sport Satellite	29,358	26,648
NHS – Rapid Response	5,625	6,870
Training	8,012	3,676
Key Training	11,045	-
NCFT	13,550	-
MKCFT	4,979	-
VCSE	14,227	-
Lloyds Foundation	11,500	-

	577,591	455,167
Restricted Funds		
Big Lottery Fund - TARGET	133,088	129,183
Big Lottery Fund – Milton Keynes	68,789	108,105
ESIF Goodwill Solutions	24,782	1,601
ESIF Commsortia	1,260	1,259
Children In Need – OPAL project	31,407	31,235

	259,326	271,383
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Total Income from Charitable Activities

836,917	726,550
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Service Six - For the year ended at 31 March 2020

Notes to the Accounts (Continued)

4. Resources Expended

	Unrestricted Funds	Restricted Funds	Total 2020	Total 2019
	£	£	£	£
Charitable activities				
Staff wages	92,742	197,890	290,632	284,299
Employer costs	1,749	16,144	17,893	19,076
Pension costs	5,571	10,480	16,051	15,687
Sessional staff	237,547	2,834	240,381	202,904
Rent	4,626	86	4,712	8,920
Service resources	255	61	316	155
Volunteer travel expenses	185	-	185	287
Support staff travel expenses	5,574	9,296	14,870	13,232
Sessional staff travel expenses	2,575	361	2,936	2,717
Young people's - travel expenses	-	680	680	1,116
- activities	1,660	2,472	4,132	3,563
- rent	317	241	558	1,672
- expenses other	-	-	-	191
- refreshments	898	3,397	4,295	3,975
Events	(200)	-	(200)	1,000
Mobile phone expenses	10,961	8	10,969	9,024
Subscriptions	2,232	110	2,342	2,535
Legal and professional fees	1,012	108	1,120	1,170
Training and supervision	28,592	8,081	36,673	34,830
Publicity and marketing	3,867	5,000	8,867	5,085
Application development	-	2,450	2,450	2,250
Sundry expenses	1,286	2,829	4,115	1,245
	401,449	262,528	663,977	614,933
Support costs allocated to Charitable activities:				
Heat, light and water rates	1,670	239	1,909	4,201
Repairs and maintenance	2,108	417	2,525	2,593
Staff wages	93,922	-	93,922	90,498
Employer costs	9,389	-	9,389	9,003
Pension costs	5,635	-	5,635	5,430
Staff recruitment costs	-	-	-	1,080
Staff travel expenses	2,335	-	2,335	2,439
Telephone and internet	2,898	839	3,737	3,323
Insurance	926	57	983	4,973
Postage and stationery	2,401	2,922	5,323	5,090
Capital expenditure	7,454	266	7,720	5,870
Computer running costs	19,001	2,649	21,650	24,070
Sundry expenses	3,122	276	3,398	1,497
Legal and professional fees (including Governance)	31,123	6,417	37,540	16,173
Lease costs	1,231	-	1,231	-
Depreciation	1,428	-	1,428	1,556
Office move	-	-	-	14,591
Bank charges	574	-	574	799
	185,217	14,082	199,299	193,186
Total expenditure on Charitable activities	586,666	276,610	863,276	808,119

Service Six - For the year ended at 31 March 2020

Notes to the Accounts (Continued)

5. Governance Costs

The following costs are included in 'Legal and professional fees' in note 2

	2020 £	2019 £
Auditor's remuneration for audit work (The audit fees have doubled during the year, this was because the fee was not accrued for in the previous years)	7,040	3,600
Accounting and other professional fees	1,326	1,620
	8,366	5,220

6. Staff Costs and Trustees' Remuneration

	2020 £	2019 £
Wages and salaries	384,554	374,797
Social security costs	27,282	28,079
Pension costs	21,686	21,117
	433,522	423,993

The average monthly number of employees was 19 (2019 -18).

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

The key management personnel of the charity comprise the Trustees and the Chief Executive Officer. The total employment benefits of the key management personnel of the charity were £56,804 (2019 - £55,142)

No trustees received any remuneration in the year but £185 was paid in the year to two Trustees for reimbursement of travelling expenses. (2019 – one Trustee reimbursed travel expenses of £287).

7. Comparative statement of financial activities

	Unrestricted funds £	Restricted funds £	Total 2019 £
Income and endowments from			
Donations and legacies	3,429	-	3,429
Income from investments	6,041	-	6,041
Incoming resources from charitable activities			
Income from charitable activities	455,167	271,383	726,550
Total income and endowments	464,637	271,383	736,020
Expenditure on			
Charitable activities	584,182	223,937	808,119
Total expenditure on charitable activities	584,182	223,937	808,119
Net income/(expenditure) for the year	(119,545)	47,446	(72,099)
Balances brought forward at 1 April 2018	510,603	86,409	597,012
Balances carried forward at 31 March 2019	391,058	133,855	524,913

Service Six - For the year ended at 31 March 2020

Notes to the Accounts (Continued)

8. Fixed Assets				
Cost	Office Furniture	Computer Equipment	Total	
	£	£	£	
At 1 April 2019	5,977	63,106	69,083	
Additions	-	1,168	1,168	
At 31 March 2020	5,977	64,274	70,251	
Depreciation				
At 1 April 2019	5,976	59,944	65,920	
Charge for year	-	1,428	1,428	
At 31 March 2020	5,976	61,372	67,348	
Net Book Value as at 31 March 2020	1	2,902	2,903	
Net Book Value as at 31 March 2019	1	3,162	3,163	
9. Debtors				
	2020		2019	
	£	£	£	£
	Unrestricted	Restricted	Unrestricted	Restricted
Trade Debtors	6,889	3,137	49,383	-
Prepayments and accrued income	14,706	116	12,286	2,450
	21,595	3,253	61,669	2,450
10. Creditors: amounts due less than one year				
	2020		2019	
	£	£	£	£
	Unrestricted	Restricted	Unrestricted	Restricted
Trade creditors	33,087	-	23,450	-
PAYE and NIC	7,255	-	7,465	-
Accruals	12,678	369	27,385	-
Deferred income	75,171	36,688	37,208	13,759
Other Creditors	-	-	-	4,221
	128,191	37,057	95,508	17,980

The deferred income relates to contracted services that have not yet been provided.

Service Six - For the year ended at 31 March 2020

Notes to the Accounts (Continued)

11. Restricted funds

The funds of the charity included restricted funds comprising the following incoming resources, expenditure and unexpended balances of donations and grants held on trusts to be applied for specific purposes.

	At 1 April 2019	<u>Movement in restricted funds 2020</u> Incoming resources	Expenditure	At 31 March 2020
	£	£	£	£
Big Lottery Fund Milton Keynes Youth Starz	61,517	68,789	74,516	55,790
Big Lottery Fund TARGET	60,356	133,088	140,773	52,671
ESIF WRAP Goodwill Solutions	2,982	24,782	27,764	-
ESIF WRAP Commsortia	2,722	1,260	3,982	-
Children in Need OPAL Project	6,278	31,407	29,575	8,110
	133,855	259,326	276,610	116,571

	At 1 April 2018	<u>Movement in restricted funds 2019</u> Incoming resources	Expenditure	At 31 March 2019
	£	£	£	£
Big Lottery Fund Milton Keynes Youth Starz	38,588	108,105	85,176	61,517
Big Lottery Fund TARGET	38,563	129,183	107,390	60,356
ESIF WRAP Goodwill Solutions	5,885	1,601	4,504	2,982
ESIF WRAP Commsortia	3,373	1,259	1,910	2,722
Children in Need OPAL Project	-	31,235	24,957	6,278
	86,409	271,383	223,937	133,855

The three-year Big Lottery Fund Milton Keynes project offers services to disadvantaged young people; to address and develop transferable life skills and provide healthy positive activities in the Milton Keynes area.

The three-year Big Lottery Fund TARGET project's aim is Targeting and Reducing Grooming, Exploitation and Trading of children and young people online across Northamptonshire and Leicestershire.

The ESIF WRAP Goodwill Solutions and Commsortia projects offer a work readiness program for people 16 and over not in education, employment or training offering a wraparound support package to help develop potential and achieve goals in the Northamptonshire area.

The three year Children in Need OPAL project aims to support young people to reduce self-harming and anxiety behaviors in the Northamptonshire area.

12. Unrestricted funds

	At 1 April 2019	<u>Movement in Unrestricted Funds 2020</u> Incoming resources	Resources expended	Transfers	At 31 March 2020
	£	£	£	£	£
General Fund	241,058	601,233	586,666	-	255,625
Therapeutic Service Obligations	60,000	-	-	-	60,000
Redundancy Provision	90,000	-	-	-	90,000
	391,058	601,233	586,666	-	405,625

Service Six - For the year ended at 31 March 2020

Notes to the Accounts (Continued)

12. Unrestricted funds (continued)

	At 1 April 2018	<u>Movement in Unrestricted Funds 2019</u>		Transfers	At 31 March 2019
		Incoming resources	Resources expended		
	£	£	£	£	£
General Fund	360,603	464,637	584,182	-	241,058
Therapeutic Service Obligations	60,000	-	-	-	60,000
Redundancy Provision	90,000	-	-	-	90,000
	510,603	464,637	584,182	-	391,058

13. Reconciliation of net movement in funds to net cash flow from operating activities

	2020 £	2019 £
Net movement in funds	(2,717)	(72,099)
Add back depreciation charge	1,428	1,556
Deduct interest income shown in investing activities	(6,624)	(6,041)
Decrease/(increase) in debtors	39,271	(51,586)
(Decrease)/Increase in creditors	51,790	49,525
Net cash generated from/(used in) operating activities	83,118	(78,645)

14. Analysis of cash and cash equivalents

	2020 £	2019 £
Cash in hand:	143,589	61,114
Notice deposits (less than 3 months)	516,104	510,005
Total cash and cash equivalents	659,693	571,119

15. Called up share capital

The company is limited by guarantee and does not have any issued share capital. Every member of the company undertakes to contribute to the assets of the company (should this be wound up during membership or within one year after ceasing to be a member), for payment of debts and liabilities of the company contracted before ceasing to be a member. The contribution payable is limited to a sum not exceeding £10.

16. Contingent liabilities and capital commitments

The company had no contingent liabilities or capital commitments at 31 March 2020 or 31 March 2019

Service Six - For the year ended at 31 March 2020

Notes to the Accounts (Continued)

17. Leasing Commitments

Total future minimum lease payments under non-cancellable operating leases are as follows:

	Land and Buildings	
	2020	2019
	£	£
Within 1 year	4,324	4,324
In 1-5 years	-	-
Over 5 years	-	-
	4,324	4,324

18. Related Parties

There were no transactions during the year with related parties.

Training, amounting to £540 (2019- £384) was supplied by The Mallows Company, a business owned by one of the trustees, Rachel Mallows, prior to her resignation in October 2019. Room hire charges were made to The Mallows Company of £- in the period to October 2019 (2019 - £50).

Plans for Future Periods



Service Six is here for a long term and this means that to continue providing our full range of services and activities detailed long term planning is required. With a shortfall in government and public funding for support services for children and young people across the region, Service Six' income remains unpredictable. Therefore, we continue to set ourselves the task of broadening our financial base of support and increasing awareness of our services in the local communities.

During April and December 2019 we generated independent income of approximately £61,000 through our test professional commercial training programme, commissioned work and newly implemented Standing Orders. We invested in a Community Fundraiser and consult with a professional Bid Writer with clear defined targets to further extend our commercial business offer, develop further networks and collaboration with corporate partners and identify other innovative and exciting opportunities to grow Service Six' independent income to fulfil our Sustainability & Fundraising Strategy.

During November 2019 we co-produced our three-year Strategy Map with our staff, beneficiaries, stakeholders and board members, outlining our strategic aims and priorities across our key business perspectives, enabling increased performance and delivering successful outcomes with our beneficiaries and financial perspectives.

Service Six are in the process of developing more formal partnerships with credible organisations to scope potential activities to formalise a robust cross sector and multi-disciplinary partnership to meet the needs of our vulnerable communities.

Service Six' 'Excellence In Therapy' (EIT) forms part of our commercial and sustainability strategy, developing thematic and practice training, mentoring and quality assurance services for therapists and associated wellbeing personnel across sectors. It also includes the further development of our existing privately commissioned services such as Therapy, Clinical/Wellbeing Supervision and Workplace Mental Health & Wellbeing services. Over the last year we noticed a substantial growth in our EIT offer and Existing Partners and Opportunities.

We regularly review our Board of Trustees in relation to identifying gaps in expertise and skills and actively search to fill those gaps and develop a succession plan.

Service Six will continue to be environmentally sustainable by reducing pollution and waste in all Service Six' activities.

Service Six manages two Community Centres, one in Milton Keynes and one in Wellingborough which have been developed into cross-sector Community Hubs, providing free and trading activities to community members. Both centres are being rented out for community usage such as birthday parties and professionals' meetings and we are actively developing this independent income stream. For example, the centre in Wellingborough is rented by the Northamptonshire Centre for Counselling studies on three evenings per week with the view of further bookings during the day to deliver counselling training courses at different levels. Their rent cost currently exceeds the annual cost for the running of the centre and the surplus generates income for our charitable activities.

Service Six are currently working with the Lloyds Bank Foundation to explore, formalise and implement a social entrepreneurial plan to deliver Trading and Sustainability for the charity. Our CEO has been accepted onto a Training programme for CEOs and directors of small and medium sized charities, starting in June 2020 and will be focusing on the development of new products and services, devolving the team for growth and diversification, canvassing our Business Model, exploring finances for diversification and how our leadership needs to be structured/change to ensure sustainability; especially if Service Six chooses to develop more traded income streams.

In line with the above we have also been successful in applying to the Lloyds Foundation's Enhance programme to receive support from a specialist consultancy provider to deliver capacity building, advice, training and support to Service Six in setting up and running our independent business idea. This will create job opportunities for beneficiaries and the wider community and generate independent surplus for Service Six' charitable activities.

We will continue to provide our full range of services via remote working alongside face to face appointments if considered safe for both staff and clients.

We have managed to adapt our ways of working so that all clients contacting us have been helped to find a way forward and no one has been turned away. This is thanks to a great team we have and their commitment and in getting things done for the benefits of our clients.

We are proud to be a trusted name in our communities and we will remain committed to facilitating early intervention and prevention and our focus remains on the individual needs of each beneficiary who comes to us for help.

