

“OFF THE RECORD” YOUTH COUNSELLING CROYDON

(A Company Limited by Guarantee)

ANNUAL REPORT AND FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2020

Charity Registration Number 1051144

Registered Company Number 2987817

AZETS AUDIT SERVICES

Chartered Accountants

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OFF THE RECORD” YOUTH COUNSELLING CROYDON
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REFERENCE AND ADMINISTRATIVE DETAILS

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“OFF THE RECORD” YOUTH COUNSELLING CROYDON (A company Limited by Guarantee)

REPORT OF THE MANAGEMENT COMMITTEE

The Management Committee have pleasure in presenting their Annual Report and Financial Statements for the year ended 31 March 2020.

“Off the Record” Youth Counselling Croydon is a registered charity (Charity Number 1051144) and a company limited by guarantee (Company Number 2987817).

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the accounts and comply with the charity’s trust deed, the Charities Act 2011 and 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 published on 16 July 2014, updated for bulletin 1&2.

STRATEGIC REPORT

OVERALL VISION

“Bringing an end to mental health misery for children and young people”

OBJECTIVES, ACTIVITIES, ACHIEVEMENTS AND PERFORMANCE

Off the Record’s legal objects are stated in our Memorandum and Articles of Association as:

- To promote the preservation and protection of good health
- To undertake any other charitable activity

These objects are met through the charity’s strategic aim – to provide a broad range of high quality, safe, accessible, fast and effective (SAFE) support services for children and young people. The objects are further supported through our strategic objectives:

- To ensure safety, quality and effectiveness
- To increase service choice and relevance
- To make services fast and accessible
- To strengthen agency integration and development
- To ensure sustainability for the agency and our services

Through 2019/20 the charity continued to deliver its established core activities and services - Counselling Services (including online counselling) in the London Boroughs of Croydon, Sutton and Merton; Outreach work (including our Black Minority Ethnic Community Development work); Refugee & Asylum Seeker Counselling Service and the Croydon Young Carers Service.

This has been a year of contrasts. In May 2019, Off the Record was honoured at a ceremony at the Science Museum in London with a prestigious national GSK Impact Award and in November 2019, Off the Record celebrated 25 years of delivering services to young people in South London with a public event at Crystal Palace Football club which included contributions from young people and past and present staff.

However, less than 6 months later, the UK entered a national lockdown due to the Covid-19 pandemic and on 17th March 2020, Off the Record closed its offices to face-to-face work with young people. This is the first time that the charity has shut its doors for more than a few days in over a quarter of a century. As an NHS-funded community mental health resource for young people, we were very conscious of the need to continue to be accessible to those in emotional distress during the pandemic and therefore, after 2 weeks to re-organise, all services re-opened to young people through use of telephone, video and online work. We have not only continued supporting young people throughout the pandemic but have also created new and innovative online ways of engaging with young people, including the use of video and audio resources, challenges and competitions centred through the new ‘Coping with Covid-19’ hub on our website. All staff have continued to work throughout the period and it’s a credit to their hard work that we have continued to reach young people in need. After an initial drop in the number of new service users, numbers are now largely back to pre-lockdown levels.

The staff in our direct services work together with central agency staff such as our administrators and senior managers. In addition to the paid staff team, Off the Record’s activities are supported by a team of dedicated volunteers who undertake a number of roles within the charity. These include volunteer counsellors within both the Croydon and Sutton counselling services and activity and homework club volunteers within the Young Carers Project. Overall these volunteers contribute approximately 60 hours per week to the charity bringing an estimated equivalent added value of £56,000 per year to the work.

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The charity continues to operate from the freehold property at 72 Queens Road, Croydon, which it purchased in 1995 by means of a central grant of £138,672 from the South Thames Regional Health Authority. The Croydon counselling service is primarily delivered from Queens Road which also operates as an office base for the BAME Community Development Service and Refugee Counselling service. The Young Carers Service operates from rented offices in the Carers Support Centre in Central Croydon, a shared base with other Carers' services. The Sutton counselling service operates from rented premises at 172 Croydon Road, Beddington, which also houses some of our central agency staff, and our Merton counselling service is based in rented rooms at Vestry Hall in Mitcham. As acknowledged above, all our buildings closed to face-to-work on 17th March in line with the national lockdown and work has continued remotely since that date. From mid-August 2020 some limited face-to-face work has re-started in our buildings, operating under strict Covid-secure guidelines. This is to meet the needs of those young people who due to e.g. language, privacy or technology needs, feel unable to access our remote provision.

The Management Committee have considered the Charity Commission's guidance on public benefit and our main activities are described below. All these activities are undertaken to further our charitable purposes for the public benefit in accordance with our aim to provide a broad range of high quality, safe, accessible, fast and effective (SAFE) support services for children and young people. The Covid-19 period has seen a significant expansion in the use of our website to enhance the profile of the agency and make it easier for young people to access information about our services.

As mentioned above, the overall strategy within which the charity operates has been set in our Operational Plan. The objectives and achievements in our activities are detailed in this report. The necessary funding, in the form of grants and contracts, is in place and the risks to the charity have been listed and reviewed by both the Management Committee and senior staff of the agency. The risk register now includes consideration of potential risks arising from the Covid-19 pandemic. The Management Committee wish to express their appreciation for the hard work, undertaken by all staff within the agency, in delivering and developing the agency's services to children and young people particularly in light of the recent unprecedented pressures arising from Covid-19. We are also very grateful to our local commissioners and external funders who have fully maintained their financial support for our work during this period.

The following reports have been written by the service leads for each of our services.

1. COUNSELLING SERVICES

a) CROYDON COUNSELLING SERVICE

Objectives and Activities

The Croydon Counselling Service is a free and confidential counselling service for young people aged 14-25 who either live, study or work in the borough of Croydon. We believe that young people have a wealth of strengths, abilities and talents within them. We want to support them in realising and using these resources to meet life's challenges.

The counselling service aims to offer up to 100 clinical assessments and ongoing appointments per week through a team of paid and volunteer clinical staff. Clinicians on training placement are professionally supervised and supported.

“My counsellor listens to me and has been the most helpful one I have ever had. I have made progress with him and trust to speak to him openly”.

Achievements and Performance

We continued to see a high demand for counselling this year. Despite a significant increase in staff at the end of the previous financial year, there were a significant number of young people waiting for ongoing sessions as we approached the end of 2019. Counselling seems increasingly popular as mental health has had a higher media profile, and with celebrities and known figures advocating for it, especially high profile males. We seek to provide a safe and nurturing environment where the young person can explore their thoughts and feelings in a confidential environment, make discoveries about themselves, raise their self-esteem and feelings of self-worth and move forward from a more informed and self-aware stance. We also seek to support our staff and volunteer clinicians so that they can facilitate this process in the best possible way. Training offered during this year has included neurological development in adolescence, cultural competence and working with clients' therapeutic goals. Each year the agency offers a training relating to some aspect of safeguarding clients.

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REPORT OF THE MANAGEMENT COMMITTEE

In total, we had 500 new contacts from young people in the year April 2019 to March 2020 out of whom 489 were accepted for counselling. The service offered 3636 counselling sessions to 631 young people during the period.

“I liked the structure behind it. It's made it a lot easier and clearer to see my progress from start to finish. I feel like I really connected with my counsellor so I have been able to open up a lot more.”

We saw a large number of new staff join us during the summer of 2019, including a second deputy service manager. This enabled the service to have better support cover as well as additional expertise, as the new deputy's hours included a day not previously covered by service management. It also enabled us through the new clinical staff to provide another Walk In assessment service three days per week, which enabled most clients to attend without there being any waiting time prior to their initial contact with the agency. The enlarged staff team has been meeting weekly for a year, which has allowed for information sharing, training and clinical case discussions and consistency in approach. We have also been able to invite in a number of professionals from diverse mental health and other support organisations to share information about their services. This has offered the team useful information in order to signpost young people to additional support when needed.

Across the year around 31% of our clients were male and 66% female, very similar to the previous year (30% & 68%). Three clients described themselves as non-binary. The ages of young people accessing counselling is split almost exactly 50% aged 14-18 and 50% aged 19-25, which is a pattern that we have seen sustained from last year and the year before. We continue strengthening our relationship with Croydon CAMHS through the new Single Point of Access (SPOC), and lockdown has shown an increase in referrals. We continue to see young people from the broad range of diverse communities in Croydon with 61% of young people defining their ethnicity as non-White British, which is similar to the 62% of last year.

“I appreciate the fact that my care was taken seriously and that my issues were broken down into an easy to understand way. I am thankful for the fact that I now know the core issue I suffer from.”

Analysing Croydon Counselling Service statistics has given rise to new pieces of work, particularly in our Community Development Team. It has instigated specific work with young black men who, although engaging with counselling, were found to report that they benefitted less from the work than other groups. This new work has included offering mental health awareness to local barbers, so that they can signpost to mental health services, and providing counselling in the community to young people impacted by youth violence.

The main issues brought to counselling continue to be Anxiety (228 clients), Family Issues (185 clients) and Depression (143 clients). There is also a high incidence of issues related to self-esteem (149 Clients) and Childhood issues (97). Other frequently brought issues were interpersonal/relationships (88 clients) and Anger (75 clients). Significantly, 66 clients presented with suicidal ideation. [Note: young people usually present with more than one issue].

“I was treated professionally and taken seriously. The sessions were tailored in a way that would benefit me personally the most.”

During November 2019 the agency celebrated its 25th anniversary with an event attended by past and present staff and volunteers, local professionals, politicians and clients. It offered entertainment by young people as well as a lecture on adolescence and many testimonies and encouragements from representatives of a range of stakeholders. The Croydon counselling service was the first and for a period the only service in an agency that now offers a range of services in three London boroughs.

“Being able to talk about anything that I felt was worrying me without feeling judged. I was able to understand things from a better perspective which helped me to develop more confidence and solutions. The people that saw me were nice.”

Very near the end of the period related to this report, on 17th March 2020, Off the Record closed all its client facing premises because of the Covid-19 pandemic, and over the following weeks converted swiftly to operating a remote service conducted largely by telephone. This involved a great number of rapid changes, in terms of new practices and procedures, policies and training for staff, all conducted online.

Mental Health in Schools Team – as part of the national mental health in schools initiative, and in partnership with Croydon Drop In and SWL CCG, Off the Record began co-hosting a team of trainee Education Wellbeing Practitioners from January 2020. The EWPs had planned to start delivering support directly in schools from Easter 2020 but this was disrupted by the Covid-19 lockdown. However the practitioners have continued their training and been part of the remote delivery offered during lockdown, particularly supporting Off the Record's online webinar programme for young people and parents/carers. From September 2020, the team has been expanded to include 4 additional qualified practitioners and direct work with schools has re-started.

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REPORT OF THE MANAGEMENT COMMITTEE

b) SUTTON COUNSELLING SERVICE

Objectives and Activities

Off the Record's Sutton counselling service has been providing free, confidential one-to-one counselling support to young people aged 11-25 in Sutton since May 2013. Since October 2016, the service has been located at Off The Record's offices in Beddington which, in addition to our counselling sessions, also allows us to provide weekly working space for the adult Wellbeing Navigators from Sutton Uplift, one of whom is directly employed by Off the Record, thereby strengthening relationships with this team.

We currently have two referral routes: through the Sutton CAMHS Single Point of Access (for ages 11-17) as part of Sutton Alliance contract delivered in partnership with South West London and St George's Mental Health Trust and Jigsaw4u; and through self-referrals (for ages 14+) funded through Sutton CCG. Our weekly Drop-In service, which operates for three hours on Tuesday afternoons, also provides access to immediate support without the need for an appointment. Since we closed the buildings due to Covid-19 on 17th March 2020, this face-to-face drop in service has been replaced by the Saturday Support telephone service and the Monday online drop-in service.

As part of our Sutton Alliance contract we also offer support to parents and carers of young people who are struggling with self-harm in the form of a two-part workshop. This is completely separate from the work we do with young people, whose confidentiality is assured.

Achievements and Performance

During this year there were 394 new referrals. 355 young people received ongoing counselling, a further 4.7% increase on last year's figure (which was up 6.5% on the year before). Access via the self-referral pathway has increased, by 1% on last year's figure, to 49% (up from 33% the year before last).

We offered 2,361 counselling sessions (19.5% up on last year's figure) and there were 243 Drop-In contacts (an increase of 40.5% on the previous year, despite there being no Drop-In for the last three weeks of this year due to Covid-19 building closure). We had good rates of ongoing counselling engagement, with 89% of young people reaching a planned ending and a 77% session attendance rate.

Of the young people who accessed ongoing counselling, 54% presented with anxiety issues, 42% with family issues; 36% with depression symptoms; 32.5% with interpersonal relationship issues; 30.5% with self-esteem issues and 28% with school issues. Other issues presented include: childhood (24%); anger (20.5%); sleep problems (19%); and bullying (16.5%). The service works with a number of young people who present with self-harm (13.5%) and suicidal ideation (13.5%).

Feedback from young people who accessed the service indicated that they felt comfortable to access support, and felt listened to and respected:

“I was listened to, not interrupted, judged, or shamed... I felt my feelings were validated.”

“I felt like I could speak my heart and not feel judged. I was able to open up about things I couldn't before. They listen very well and make me feel comfortable.”

“It helped me to realise why I am feeling the way I am and I felt very well listened to, which made me feel like a weight was lifted off my shoulders.”

Our parent/carer self-harm workshops offer a supportive space for parents/carers where they can develop their understanding of self-harm; explore why young people might hurt themselves; discuss common myths and misconceptions about self-harm; and look at coping strategies and ways to support.

Parents report that these workshops help them feel more confident to support their young person with self-harm through increasing their understanding. They also value the space to talk with and hear the experiences of others in a similar situation.

“My better understanding will definitely improve our [parent & child] relationship.”

“I feel I have more of an understanding of the reason my daughter self-harms and how I can support her. Also, how I need to take care of myself.”

“[I found it useful having] conversations with the rest of the group, sharing experiences and feeling as though we're not alone.”

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REPORT OF THE MANAGEMENT COMMITTEE

c) MERTON COUNSELLING SERVICE

Objectives and Activities

Off the Record's Merton Counselling Service launched an expanded service in April 2019 building on the small pilot service which ran over the preceding two years. The service is open to young people between the ages of 11 and 25 who live in the London borough of Merton, are registered with a Merton GP or attend a Merton school. Young people may access support by referring themselves or being referred by a professional (e.g. GP, social worker, teacher), in addition to a referral route through Merton CAMHS SPA.

Expansion of the service entailed moving services from their residence in OTR's Sutton building to within a Merton local authority building in the east of the borough to increase accessibility for Merton young people. Scheduled and walk-in appointments are offered here as well as in schools and community settings and in one of the borough's main medical practices situated towards the west of the borough.

Since the launch of the Merton service in April 2019, in addition to offering counselling and wellbeing sessions, OTR Merton have engaged with community events and forums, building working relationships with a wide range of local schools and organisations in the borough to better understand what support each of our services offer and how we can work collaboratively to support young people. This year we have offered outreach support in the following schools: Raynes Park High School, Harris Academy Merton, Harris Academy Wimbledon and Rutlish High School.

The service is funded through Merton CCG for young people aged 11-18 and by the Wimbledon Foundation for young people aged 18 to 25. The service provides a safe space where young people can receive support and encouragement to deal with whatever challenges or difficulties they are facing.

During 2019-20 a full complement of staff was recruited to the team which now employs 7 qualified counsellors, an experienced outreach worker and an administrator. OTR Merton work closely with Off The Record's Online Counselling Service and Community Workers to provide a comprehensive range of counselling, wellbeing and outreach support, as well as workshops for the parents and carers of young people struggling with self-harm.

At the end of 2019-20 all services had to move away from face-to-face to telephone and video in response to the outbreak of the Covid-19 pandemic and the service closed to new referrals from the 17th March for a period of 3 weeks whilst services were adapted and processes and equipment was made available to staff. During this period we continued to support existing clients, especially those who were experiencing high levels of distress or where there was increased oversight due to emerging safeguarding concerns.

Achievements and Performance

2019/20 has been a time of growth and development for the service, along with adaptation in the face of a global pandemic. During the first half of the year the service achieved a high level of integration within the borough. Eight new staff were recruited to the team and offices were set up within Vestry Hall alongside four counselling rooms at this venue. In response to “lockdown” all services were transferred to the online environment so that we could continue to offer an equivalent level of support to young people.

The service more than doubled its client capacity in 2019/20: receiving 472 referrals to its face-to-face service (up from 217) of which 187 self-referred (40%) with the remaining clients being referred by CAMHS or other professionals. During this period the service was also offered 1918 sessions (up from 960) of which 76% were attended. The service has worked hard to reduce waiting times and 83% of young people started an intervention within 12 weeks, and 64% started an intervention within 6 weeks.

The number of young people that OTR in Merton was able to support increased by 380%, up from 90 during the previous year's pilot to 432 this year. Of the clients seen within the service 64% (down from 70%) identified as female, 35% (up from 29%) identified as male and 1% identified as other (a category which includes non-binary and transgender). Of these young people: 28% were aged 11 to 13, 62% were aged between 14 and 18, and the new expanded service saw 10% of clients in the 18 to 25 age group, a demographic not previously supported by OTR Merton. 58% identified as being from diverse BAME backgrounds, with the remaining 42% identifying as coming from a White British background.

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Young people seek support with a wide range of presenting issues with anxiety by far the most common at 59%. Young people presenting with issues around family (44%), school (40%), depression (31%), and self-esteem (28%) were also significant. Other issues that were of note were peer relationship issues (20%); self-harm (20%), anger (18%), isolation (14%) and suicidal ideation (13%). Overall these figures paint a picture of young people who are anxious and struggling with relationships both with family and peers and finding school challenging. The figures also demonstrate a significant number of young people presenting a risk to their own safety.

This year we had intended to provide support around examinations, however due to Covid-19 and the service closing its face-to-face practice on 17th March and public examinations being cancelled, support was instead directed at those experiencing difficulties due to the Covid-19 pandemic.

Young people accessing support presented with levels of psychological distress in the “moderate-to-severe” range (average score 20) and at the end of interventions offered on average scored within the “mild” range for psychological distress (average score 14).

Feedback shared with the service demonstrated repeatedly that young people appreciated that they were listened to and treated with patience and respect with 97.3% of young people who gave feedback said that the help they had received with OTR Merton was good.

Examples of written feedback include:

- *I felt like the person who helped me took it seriously and managed to see through my problems better*
- *I really felt that I was listened to and that it was okay to feel the way that I do. It feels so good to have my thoughts rationalised and to be able to share in a safe space where it won't feel judged - allowing me to work out certain issues in a positive way.*
- *My counsellor listened and I didn't have to explain myself to her - I wasn't just a teenager who over-reacted or was just being stupid - I was respected*

d) ONLINE SERVICES

Objectives and Activities

Through our dedicated secure website (www.talkofftherecordonline.org), we provide free online services to young people aged 11-25 in the London boroughs of Croydon, Sutton and Merton. The online services are offered in three formats:

- online individual ongoing counselling (6- 12 sessions)
- online individual drop-in sessions (on off sessions offered each week for young people to attend when they wish)
- online workshops for young people and parents/ carers on a variety of wellbeing topics.

The online counselling service allows young people to write about their problems rather than talking face-to-face, meaning they can have their counselling and support entirely online. To compliment this one-to-one support, targeted workshops are delivered, providing practical help and information about key issues young people might be struggling with (for example, exam stress, sleep, managing through lockdown and supporting parents and carers with a child who self-harms).

Achievements and Performance

2019-20 has seen further growth and development for the online service, continuing our trend of increasing demand each year since the service was launched in 2016. This year, we saw another increase in registrations for online support to 508, up by almost 50% compared to 2018-19's registrations (274).

Through our online counselling service, Off The Record provide support to young people, designed to be flexible to their individual needs and schedules, whilst offering a swift but substantive and meaningful personal response. Meeting our targets in responding to young people's requests for help is therefore extremely important, and we are happy that for another year again we have done so: 98.4% of registrants received a response and allocation for support within 72 hours; and 100% within 5 working days.

A key objective of the online counselling service is to enable young people to access mental health services who might otherwise not receive any support; or may struggle to attend face-to-face services. The service therefore particularly targets young people from a Black, Asian or Minority Ethnic (BAME) background, LGBTQ+ young people, young people with disabilities and looked after children. Accordingly, 52% of online clients come from a background where they do not identify as white British, 6% identify as having a disability and 9 identified as Looked After Children.

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With more young people turning to the online counselling service for support, the number of initial/assessment sessions significantly increased this year to 630 and the number of ongoing one-to-one counselling sessions increased from last year's total of 1022 to 1932 (an increase of over 52%). To meet the continuing demand, we have increased available sessions within the service. At the end of the reporting period (March 2020) 55 sessions were being offered per week to young people accessing the service and we continue to monitor demand, whilst considering appropriate planning for the service's development in the coming year.

Engagement within the service remained on a par with the past couple of years of reporting, with 72% of sessions being attended. This continues to be higher than expected within the field of online counselling (where a 50% Did Not Attend (DNA) rate is standard). Feedback on our service remains extremely positive, ranging from 95% to 99% positive feedback to all questions posed.

“Its very easy to be open when given the time to properly form a response that gets across all my feelings and thoughts when I have a lot of time to think about it rather than having to try and explain myself face to face with a counsellor in a single short session. This is especially useful for me because I haven't ever done something like this before.”

“I feel that I'm being understood and the feeling that there is no judgement about what is being spoken about is very comforting.”

“I really feel like she's interested and engaged in what I'm saying and that she is not thrown by anything. I feel like she has given me perspective that I have trouble finding for myself.”

In 2019-20, we were able to fulfil all plans laid out for the coming year. We launched our online drop-in which runs each week, offering instant support to young people who might want to try out online chat support, as well as providing an additional arena of support to existing OTR counselling clients. We also opened up our service to 11 –13 year olds, meaning that Off The Record now offers self-referral accessible support to this age group throughout all three boroughs. The coming year of 2020-21 has begun with seismic and global change due to the Covid-19 pandemic. As a service already delivering all its work online, the online counselling service was able to continue to support young people without disruption and we quickly increased capacity in the service to meet demand from young people who were no longer able to access face-to-face support. We have sought to adapt and remain responsive to the changing needs of our client group as they have emerged during Covid-19 including re-launching our online webinar programme with Covid-19-specific themes. We will continue our focus on ensuring ease of access and quality of support; tailoring our engagement with each client to meet their needs as fully as possible.

2. OUTREACH SERVICES

BLACK AND MINORITY ETHNIC MENTAL HEALTH COMMUNITY DEVELOPMENT & OUTREACH WORKERS

Objectives and Activities

The Black and Minority Ethnic (BAME) Mental Health Community Development Workers (CDW) act as a bridge between statutory mental health services and local BAME communities, raising awareness of mental health issues, identifying barriers to accessing services, improving service experiences and outcomes for BAME children and young people. The BAME CDW work in Croydon, is funded by Croydon Clinical Commissioning Group and delivered through a partnership between Off the Record and Croydon BME Forum, with each partner employing CDW's supporting different age ranges from 0-60 plus. The CDW's based within OTR, support BAME young people aged 0-35 and work strategically in addition to delivering developmental interventions.

Through the *Thriving Not Just Surviving* initiative funded by Comic Relief, we run activities in the community to ensure the needs of BAME boys and young men are met. Working specifically with those aged 11-20, the initiative aims to reduce stigma, introduce innovative approaches and increase the early take up of mental health support and promote emotional wellbeing.

Our 'Talk to Chris' work, provides community-based therapeutic and developmental support to young BAME people aged 14-25, affected by serious youth violence or sudden death. Young people contacting 'Chris' are fast-tracked to a BAME counsellor able to respond flexibly to their needs.

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REPORT OF THE MANAGEMENT COMMITTEE

Achievements and Performance

The team have formed new working relationships with a number of organisations who offer a range of support to young people in Croydon including Simply Kids, Gloves Not Gunz and Legacy Youth Zone (a new, state of the art local youth club), while cementing the long established relationships we have with the community and statutory sectors.

With Simply Kids, we delivered a 20 week pilot fitness and wellbeing programme with the boys' football team. Our weekly sessions were co-designed with the young men and entailed a football training session held by one of the Simply Kids football coaches, followed by a wellbeing session with a different BAME, male guest speaker each week. Quote from 15 year old participant:

“These sessions have helped me realise that mental health plays a big part of sports and life”.

With Gloves Not Gunz (a boxing group promoting exercise as a preventative strategy in relation to youth violence) we provided support on a Respite Education programme, by delivering mental health workshops to a group of 10 young people identified as 'at risk' of exclusion. In the duration of our work, the school reported that there had been improvements in attendance, no further exclusions and that the work was making a *'significant impact on participants learning and holistic wellbeing'*.

With Legacy Youth Zone, we successfully placed a BAME counsellor into the centre one day a week providing counselling to young people attending their open sessions.

The 'CHRIS' service has seen a rise in referrals as we continue to build on our positive reputation within the Borough. Examples of presenting issues worked with are gang affiliation, county lines and victims, perpetrators and witnesses of Youth Violence.

Together the CDWs at Off the Record and Croydon BME Forum coordinated the CDW BAME mental health conference (attended by 170 people) which highlighted the work of the CDW service, looked at good practice in other neighbouring boroughs, and discussed what future changes in mental health services would benefit Croydon's BAME communities.

Our Barbers network has continued to flourish, with new members joining from a number of barber shops across Croydon and Merton. We have witnessed the WhatsApp group we initiated, become a supportive community; enabling barbers to communicate, advise and support each other, under our background supervision. We have facilitated the delivery of two Mental Health Awareness training sessions to barbers, via a BAME trainer from SLAM. Some of the evaluation feedback from participants:

“Very enlightening & Educational... [I liked] distinguishing between different mental illnesses and [thinking about] how to identify them”

“Really, really enjoyed. Would encourage [training] more often”.

We have continued to successfully deliver, Cultural Competence training, mental health awareness training, various presentations, workshops, focus groups and career talks to approximately 547 members of the community and statutory sector.

Inevitably, much of our community work was interrupted at the end of March 2019 by the Covid-19 lockdown. However, we were able to enhance our online delivery and maintain many of our key relationships. Next year, we are working on plans to further incorporate fitness into our wellbeing approach with young men, whilst exploring innovative ways to develop our work for all our BAME community. We will continuously strive to make improvements to how we engage with BAME children and young people, ensuring that their voices are heard and that services improve their offer to them.

3. REFUGEE & ASYLUM SEEKER COUNSELLING SERVICE

Objectives and Activities

The Refugee Service provides individual counselling and group work to young refugees, asylum seekers or forced migrants aged 11-25yrs in Croydon. Counselling is generally short-term and delivered through a mixture of sessions offered in schools and colleges and at Off the Record's offices as this maximises our accessibility for this vulnerable group of young people.

OFF THE RECORD" YOUTH COUNSELLING CROYDON (A company Limited by Guarantee)

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During 2019-20 the Refugee Service offered services within 1 college and 2 schools, including a partnership with Virtual School, using interpreters where requested. Additionally we have supported new arrivals, age disputed young people and refused or destitute asylum seekers in specialist provision within Off the Record. We have focused on increasing access to culturally sensitive mental health provision, addressing the significant physical, cultural and psychological barriers for young migrants in accessing support.

Achievements and Performance

The year 2019 to 2020 has been an eventful year for the refugee service at Off The Record. We celebrated the recruitment of two new counsellors after having been running with reduced capacity for a significant time, then the Covid-19 pandemic brought a complete change and re-think to our usual way of delivering counselling. Counselling then needed to be offered through telephone work and with this new way of working came a change in the patterns of how clients engaged with the service. Many clients, faced with increased isolation, welcomed the regular contact of telephone counselling and attendance increased to 88%. But with greater attendance came increased waiting times as less clients dropped out and more clients stayed for longer periods. This had a significant impact on the service's capacity, leading to an increase in the waiting times of up to 6 months. This situation gave rise to a new approach to the waiting list and we now call everyone on the waiting list regularly in order to maintain contact, check-in with how they are and offer a brief intervention until ongoing weekly counselling becomes available. We have also recently created a drop-in service that we hope can work for young people whose first language is not English. We provide them with a text message that they can store and reply to asking for someone to call them. Using the 24 hour phone interpreting service that provides up to 200 languages, we can then call them and offer some support. This is in the early stages of delivery and we are yet to determine its efficacy.

A total of 182 clients have engaged in counselling with the refugee service in the past year. Client ages ranged from 12 to 25 years old with the majority, 71%, being aged between 14 and 18. Clients came from 21 different countries with the majority still coming from Afghanistan (28%) and Albania (19%).

Recent feedback from an Albanian young person who has just been accepted into Cambridge University:
"Thank you very much for the kind words. I will always appreciate the help and support that you have provided to me and in many ways you were part of the journey that got me to Cambridge"

87% of clients seen for an assessment were accepted for counselling and 60% of clients waited less than 4 weeks after assessment for counselling. Unfortunately, the wait for assessment was, on average (58%), between 8-16 weeks. The DNA rate was also low (21%), and is a significant decrease on previous years.

The refugee service has also agreed a new contract with Croydon Council, which includes offering counselling sessions for Croydon Care Leavers as well as offering some mental health input in weekly groups. We have arranged to collaborate with four different groups; Injera Club, Young Roots/Refugee Council Girls group, Hillsong Football group and a new group for Vietnamese young people and within each of these, we have either a counsellor attending or a mental health worker who aims to build relationships with the young people and facilitate engagement with counselling or enable greater awareness of mental well-being. These groups are experiencing obvious challenges due the Covid-19 restrictions but we are able to offer a limited service.

In the early part of the year our work at the Virtual School had been modified to operate as a smaller group outside of the main classroom for young people who would like to talk about mental health issues. This enabled more focused discussions on topics such as sleep problems, loss or transitions and young people who were seen to be struggling in these areas could receive more focused attention.

Our work to place a counsellor at John Ruskin College had been arranged for just two weeks before the Covid-19 lockdown was implemented. Consequently, the work in these two placements (Virtual School & John Ruskin College) has been brought to a stand-still during the latter part of the academic year.

Our Young Roots partnership has been successful, with our counsellor providing drop-in counselling at the 'hub' at the weekly youth group. The counsellor has provided the service through the lockdown via Zoom and also delivered some short workshops focusing on coping strategies and developing resilience. The short length of the workshops has been well received and has facilitated discussion between the young people.

We extended our work with Young Roots to offer some counselling to the Girls group once a week for a limited period during the lockdown. This was not as successful as the other counselling we have offered at the Youth group but this may have been because this was a new piece of work which had limited time to become embedded in the group.

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REPORT OF THE MANAGEMENT COMMITTEE

4. YOUNG CARERS' SERVICE

Objectives & Activities

The Young Carers' Service (YCS) offers assessment, respite, and educational, emotional, social and family support to children and young people from age 7-25, who are caring for family members as a result of physical or mental illness or disability within the family. The aim of the work is to reduce the effects of harmful caring and enable young carers to build their aspirations and fulfil their potential beyond their caring role.

The Young Carers' Service is staffed by a multidisciplinary team, supported by committed volunteers and co-located with other carers' services in the Carers Support Centre in Central Croydon.

Achievements & Performance

At the end of March 2020 there were 982 young carers registered with the service.

The number of new referrals in 2019/20 is lower than previous years with 135 referrals of whom 134 have been assessed and registered with the Service. 21 young carers have been signed out due to either no longer having a caring role; exceeding the age of 25 or moving out of the borough.

Of the new referrals 45% were male and 52% female, (3% not stated). The most common reason for caring was mental ill health (32.2%), followed physical disability (22.7%), learning disability (22.7%) and physical ill health 20.2%) with an additional 1.8% caring for someone due to substance misuse [Note – some young carers may care for a family member with more than one issue]. The average age of young carers at the point of registration with the service was 9.95 years. Of the 135 new referrals, 43% were of White/Mixed British/European ethnicity, 39% of Black/Mixed African/Caribbean, 9% for all Asian and 8% for other ethnicities.

The Service offers a number of different ways for young carers and their family members to engage:

One-to-One Support: individual support sessions offer dedicated time for young carers to raise concerns and gain support from young carers staff. In 2019/20, 333 individual support sessions were offered, with our Mental Health Worker offering 166 sessions to 62 individuals; our Education Worker offering 73 sessions to 42 individuals and our Young Adult Carers Worker offering 94 sessions to 42 individuals.

Family Support: our Family Support staff work closely with parents and other family members to provide whole family support. This includes attending and representing young carers through Child In Need/Child Protection processes and contributing to support plans through TAC/TAF (Team Around The Child/Family) meetings. This year we have offered 215 support sessions to 158 families around different issues.

Respite: our extensive respite program is a key component of our work. Trips and activities take place throughout school holidays and boys and girls groups take place monthly but not during school holidays. There have been 25 trips and activities (469 respite opportunities, 358 individuals) for 7-16 year olds and 10 trips and activities (125 respite opportunities, 115 individuals) for the 17- 25 age group. 6 young carers have also attended Crystal Palace FC home matches through support from the Freekick Foundation.

Therapeutic Support: our Art & Play therapist provides sessions to primary aged young carers in schools. These sessions are crucial to young carers who may find it difficult to put their emotions into words. There have been 36 young carers who have benefited from 111 art & play therapy sessions. Young carers also have access to music support with Nordoff Robbins. There have been a total of 13 Music therapy sessions with 37 attendances and it is hoped that drama therapy will resume next year.

Training & Awareness Raising: in addition to our direct work with young carers and their families, the service delivered a number of creative workshops during Carers Week including targeting all 3 of Croydon's post-16 colleges. We also delivered 31 training and awareness sessions during the year to adult social care, Early Help and Best Start, adult mental health teams and schools safeguarding forums with the aim of improving understanding of young carers' issues and strengthening multi-agency working. Through this work we have reached out to approximately 3000 professionals and members of the community in Off The Record's 25th year.

When the UK went into Lockdown at the end of March, YCS ceased all face-to-face work and YCS staff were reassigned to conduct a screening process. The main aim was to make contact with all Young Carers registered with YCS in order to understand the changes for young carers due to Covid-19 and to redesign the service so that vulnerable and isolated young carers received a range of interventions. Emergency and safeguarding interventions were put in place whilst identifying new ways of engaging young people through telephone and video calls.

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REPORT OF THE MANAGEMENT COMMITTEE

STATEMENT ON PUBLIC BENEFIT

The objectives and activities, and achievement and performance sections of this report clearly set out the activities which the charity undertakes for the public benefit. The Management Committee confirm that they have complied with the duty in section 4 of the Charities Act 2011 to have due regard to public benefit guidance published by the Commission in determining the activities undertaken by the charity.

RISK MANAGEMENT

The Management Committee actively review the major risks which the charity faces on a regular basis and has established systems to mitigate those risks including reports to Management Committee meetings against an agreed risk register. The risk register was substantially expanded in 2020 to include consideration of risks arising from Covid-19 pandemic. Some of the key risks kept under regular review are:

Financial – the risk of loss of funding through non-renewal of grants/contracts; over-expenditure through lack of financial control; fraud; potential future VAT/ tax liability. This risk is managed through robustly implemented financial procedures overseen by the Treasurer and Finance Committee; monthly cashflow and quarterly management accounts presented to the Trustee Board; professional VAT/ tax advice; fraud response plan; and by maintaining a sufficient level of reserves to safeguard the charity in the event of adverse conditions. Additional previously unbudgeted expenditure was encountered in 2020 to equip staff for remote working due to Covid-19 which was agreed through the Finance Committee.

Clinical – the charity works with vulnerable young people in the area of mental health. Risks include clients harming themselves or others; deterioration in mental health; stress levels for staff; staff feeling unclear about policies and procedures. This risk is managed through regular clinical/casework supervision for staff in line with professional guidance and robust risk and safeguarding training and procedures. Additional training and guidance was produced in 2020 to equip staff for delivering clinical work through telephone and/or video as a response to Covid-19. Strong recruitment practices target high quality clinical staff including mandatory videos whereby a mock example of a counsellor's work is recorded and reviewed. All staff are required to attend annual safeguarding training.

Premises & Facilities – Health & Safety breaches within maintained premises resulting in risks to staff or service users and risk of litigation. Financial costs of building maintenance & upkeep. Catastrophic event e.g. fire/flood making one or more building unusable. These risks are managed by having a Health & Safety Officer in place, regular Health & Safety checks & risk assessments, routine maintenance of key facilities inc. fire safety. A business continuity plan is in place with provisions to deal with loss of building use/facilities which was activated when Covid-19 caused the closure of all offices.

FINANCIAL REVIEW

During the year Off the Record received income totalling £1,631,417 (2019: £1,179,102). Resources expended totalled £1,440,157 (2019: £1,151,010). The net movement in funds for the year is a surplus of £191,260 (2019: £28,092). This resulted in total funds at 31 March 2020 of £779,822 (2019: £588,562).

Our principal funding sources in this year were:

Croydon CCG; Sutton CCG; Merton CCG; SWL CCG; London Borough of Croydon; London Borough of Sutton; BBC Children in Need; Comic Relief; Wimbledon Foundation; Health Education England.

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REPORT OF THE MANAGEMENT COMMITTEE

Reserves Policy

Off the Record's general unrestricted reserves represent funds of the charity that are freely available, excluding designated funds and restricted funds.

The Reserves Policy, was reviewed and confirmed by the Management Committee in 2020. This states that Off the Record holds reserves for the following purposes:

- a) *To aid cash-flow management* – To facilitate effective cash management as expenditure can sometimes precede receipt of the corresponding income. Additionally, to mitigate against delays in funding.
- b) *To cover unforeseen expenditure* – To meet unexpected operational costs that may accumulate throughout the year.
- c) *To provide transitional funding* – To provide transitional funding for core programmes which suffer a short-term shortfall in funds.
- d) *To facilitate programme closure* – To support the orderly wind-up of one or more programmes which are being closed down or for which future funds have not been secured.
- e) *For future planned expenditure* – To support planned commitments or designations that cannot be met by future income alone.

The target level of reserves is reviewed by the Management Committee each year as part of the annual budget process taking into account:

- a) The forecast income and expenditure for the coming budgetary period and any material uncertainties in those projections.
- b) The pattern of income and expenditure for the forthcoming budgetary period, with particular attention given to programmes where funding is in arrears of expenditure.
- c) Off the Record's strategic and operational plans for the coming budgetary period and for future years. This should include an analysis of material future expenditures which cannot be met solely by future income of that period (e.g. new IT commitments).

For the 2020/2021 budgetary period the charity is working towards a target range of 4-5 months operating costs (currently approximately £590,000 - £738,000) of unrestricted reserves. The current level of reserves is within this range.

Total general unrestricted funds at 31 March 2020 are £592,799 (2019: £394,559), designated funds were £145,323 (2019: £150,672) and restricted funds £41,700 (2019: £43,331). This is considered adequate as the monthly expenditure of the charity is relatively stable, and we now have significant contracts with a range of funders.

Included in designated funds are the fixed asset funds. The property asset is not available to spend as the Charity operates from its premises.

PLANS FOR FUTURE PERIODS

Whilst 2019/20 was largely unaffected by Covid-19, 2020/21 has, and will continue to be, profoundly impacted. Previous service delivery methods have been forced to undergo sudden and dramatic transformation and young people's mental health has been severely affected through the combined pressures of lockdown, isolation, loss of education, exam chaos, bereavement of family members, family poverty through unemployment and pressure of family relationships. The strength of feeling ignited by the Black Lives Matter movement has been further heightened by the health inequalities faced by local BAME communities that Covid-19 has exposed. Off the Record has worked hard to respond effectively to this changing environment and emerging needs. Whilst there have been significant challenges, there have also been opportunities for modernising, invigorating and expanding elements of our service delivery. As the UK begins to move out of lockdown, we are determined to embrace the opportunities that this crisis has presented and to build a stronger, broader, more responsive, young-person centred organisation that is firmly equipped to meet the predicted ever-increasing mental health needs of young people over the next decade. To help us deliver this ambition, Off the Record has secured funding for two short-term consultants to work with the charity over the next 6 months – one focused on strengthening and integrating our BAME and broader inclusion work fully into the core of the charity; and the other focussed on embedding our new models of service delivery, developed during Covid-19, to create a broader, cross-borough delivery model, co-created with young people, that maximises the skills and capacity of our staff to meet young people's needs.

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REPORT OF THE MANAGEMENT COMMITTEE

Our commitment to remote delivery and to working in different community settings continues. Since January 2020, Off the Record, in partnership with Croydon Drop In, have co-hosted a schools' Mental Health Support Team. Whilst school service delivery was inevitably disrupted by school closures during lockdown, the team has been significantly expanded in September 2020 and will be providing mental health practitioners working on-site in local primary and secondary schools as pupils begin to return to education. It is fully expected that multiple needs are likely to emerge as pupils re-engage with their schools.

We are continuing our community responses to serious youth violence in Croydon with our 'CHRIS' counsellors available to engage with any young person impacted by sudden or violent death; and our innovative work with local barbershops in Croydon and Merton is expanding, targeting positive mental health messages at BAME young men. Lockdown brought an unnatural level of enforced physical inactivity for young people which in turn impacted on emotional wellbeing. In response we have developed online resources such as fitness sessions and self-defence tutorials (our 'Kicking through Covid-19' series) which emphasise the connection between physical health and emotional wellbeing. This is another area of work that we plan to maintain and embed in 2020/21.

It is important that we do not minimise the substantial physical, psychological, educational and economic damage that the Covid-19 pandemic has brought to individuals, families and communities. Nor must we underestimate the significant challenges and uncertainties that still lie ahead. Supporting those young people who have been traumatised or had their aspirations and life choices damaged by this pandemic will be a key goal of Off the Record over the next year. However, as we start to find ways to re-build and re-open, Off the Record is determined to take the best of the learning and innovation driven by the crisis and to use this to create a stronger, broader, positive, more integrated and responsive mental offer to young people. This is the very least that our young people deserve.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Structure

"Off the Record" Youth Counselling Croydon (Off the Record) is a registered charity and a company limited by guarantee, registered in England and governed by a Memorandum and Articles of Association.

Governance and Management

The governance of the charity is the responsibility of the Management Committee who are elected and co-opted under the terms of the Articles of Association. The Management Committee consists of up to 12 elected trustees, elected by the members at the Annual General Meeting (AGM), up to 5 co-opted members, a representative from any body which the Management Committee certifies is providing substantial funding to the company (non-voting members of the Committee) and the honorary officers.

Every elected Trustee (excluding honorary officers) will retire from office at the end of the third annual general meeting following their election. Retiring Trustees may be eligible for re-election. The number of the Management Committee shall not fall below five. The Management Committee who served during the year were as follows:

John Denham	
Clement Amankwah	(resigned 07/12/2019)
Patricia Nearn	
Nousheen Hassan	(resigned 21/03/20)
Alefiyah Bharmal	
Roza Watson	(resigned 13 April 2019)
Sanghamitra Chakravarthy	(resigned 31 August 2019)
Brij Kalia	(appointed 16/05/2020)
Mark Penlington	(appointed 11/10/2019)

Induction and Training of Management Committee

The charity recruits new Management Committee members through local and national adverts and interviews potential members with reference to a job description and person specification. If selected from interview, Management Committee members are offered an induction process including an induction pack and the opportunity to observe a Management Committee meeting. The Management Committee has created a Governance Manual which is provided to all new Trustees. During the year Management Committee members have been given the opportunity to attend relevant governance workshops.

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REPORT OF THE MANAGEMENT COMMITTEE

Organisational Structure and Decision Making

The Management Committee consider governance issues at their regular meetings. The Committee meet at least quarterly throughout the year to ensure all governance issues are regularly addressed.

The Management Committee continue to make decisions relating to the overall strategic direction of the charity and ensure that the organisation is working in accordance with its aims and objectives and Memorandum and Articles of Association. The Management Committee delegate responsibility to senior staff for ensuring that service provision is carried out within the charity's overall strategy; for overseeing the charity's progress in meeting its objectives; and ensuring that the charity meets its legal and financial obligations including compliance with laws on equalities and diversity; Information Governance and Health and Safety in the way it employs and delivers services.

Key management personnel remuneration

The Management Committee consider the board of trustees and staff listed on page 1 as comprising the key management personnel of the charity in charge of directing and controlling the charity and running and operating the charity on a day to day basis. All trustees give of their time freely and no trustee remuneration was paid in the year. Details of trustee expenses and related party transactions are disclosed in note 6 & 19 to the accounts.

Trustees are required to disclose all relevant interests and register them with the Agency Director and, in accordance with Management Committee policy, withdraw from decisions where a conflict of interest arises.

The charity employs a small team of senior managers comprised of a Director, Assistant Director and six service managers who together oversee the delivery of work to young people and the line management of paid staff and volunteers. Most senior managers also undertake a level of direct service delivery. Senior managers' pay is aligned to local government pay scales with pay increases mirroring nationally agreed increases to the scales. During the year, there have been some temporary changes to senior staff in post due to maternity cover.

STATEMENT OF THE MANAGEMENT COMMITTEE'S RESPONSIBILITIES

The Management Committee (who are also directors of Off The Record Youth Counselling Croydon for the purposes of company law) are responsible for preparing the Management Committees' Annual Report (including the Strategic Report) and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Charity law requires the Management Committee 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 surplus or deficit of the charity for that period. In preparing those financial statements the Management Committee are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2015 (FRS 102);
- 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 Management Committee are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. 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 or other irregularities.

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REPORT OF THE MANAGEMENT COMMITTEE

Statement as to Disclosure of Information to Auditors

So far as the Management Committee are aware, there is no relevant audit information of which the charitable company's auditors are unaware, and each trustee has taken all the steps that he or she ought to have taken as a trustee in order to make himself or herself aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

Approved by the Management Committee on 22 October 2020 and signed on their behalf by:

Alefiyah Bharmal

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
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REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF “OFF THE RECORD” YOUTH COUNSELLING CROYDON

Opinion

We have audited the financial statements of “Off the Record” Youth Counselling Croydon for the year ended 31 March 2020 which comprise the Statement of Financial Activities, Balance Sheet and 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, including Financial Reporting Standard 102 ‘The Financial Reporting Standard applicable in the UK and Republic of Ireland’ (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the group’s and of the charitable company’s affairs as at 31 March 2019 and of the group’s incoming resources and application of resources, 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 Auditor’s responsibilities for the audit of the financial statements section of our report. We are independent of the group 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 group’s or 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.

We draw attention to the disclosures relating to the impact of Covid-19 since the year end set out in notes 1a and 20. Our opinion is not modified in respect of this matter.

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

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a 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.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the trustees’ report, which includes the directors’ report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the strategic report included within the Management Committee” report has been prepared in accordance with applicable legal requirements.

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
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REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF “OFF THE RECORD” YOUTH COUNSELLING CROYDON

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the group and the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

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

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

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, 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 group's and 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 group or the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's 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 an auditor's report 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 auditor's report.

Use of our report

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

Catherine Cooper (Senior Statutory Auditor)

For and on behalf of Azets Audit Services

Statutory Auditor

Greytown House

221-227 High Street

Orpington

Kent

BR6 0NZ

Date: 26 October 2020

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
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STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2020

INCOME AND EXPENDITURE ACCOUNT

	Notes	Unrestricted funds £	Restricted funds £	Total 2020 £	Total 2019 £
Income from:					
Donations		4,445	2,223	6,668	8,126
Other Income		-	-	-	-
Interest		929	-	929	804
Grants & contracts	2	1,218,960	344,707	1,563,667	1,159,352
Other income		60,152	-	60,153	10,820
Total income		<u>1,284,487</u>	<u>346,930</u>	<u>1,631,417</u>	<u>1,179,102</u>
Resources Expended					
Charitable Activities:					
Counselling services		769,114	272,727	941,841	640,300
Outreach Services		17,852	116,429	134,281	121,447
Young Refugees Project		65,115	27,281	92,396	94,446
Young Carers Project		239,515	32,124	271,639	294,817
Total resources expended	3	<u>1,091,596</u>	<u>348,561</u>	<u>1,440,157</u>	<u>1,151,010</u>
Net movement in funds	8	192,891	1,631	191,260	28,092
Funds brought forward at 1 April 2019		545,231	43,331	588,562	560,470
Total funds carried forward at 31 March 2020		<u>738,122</u>	<u>41,700</u>	<u>779,822</u>	<u>588,562</u>

All of the charity's transactions are derived from continuing activities.

The Statement of Financial Activities includes all gains and losses recognised in the year.

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STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2020

COMPARATIVE INCOME AND EXPENDITURE ACCOUNT

	Notes	Unrestricted funds £	Restricted funds £	Total 2019 £
Income from:				
Donations		5,777	2,349	8,126
Investment income – interest receivable		804	-	804
Charitable activities-				
Grants & contracts receivable	2	839,110	320,242	1,159,352
Other income		10,820	-	10,820
Total income		856,511	322,591	1,179,102
Expenditure on:				
Charitable activities-				
Counselling services		499,031	141,269	640,300
Outreach Services		35,491	85,956	121,447
Young Refugees Project		64,446	30,000	94,446
Young Carers Project		242,872	51,945	294,817
Total resources expended	3	841,840	309,170	1,151,010
Net movement in funds	8	14,671	13,421	28,092
Funds brought forward at 1 April 2018		530,560	29,910	560,470
Total funds carried forward at 31 March 2019		545,231	43,331	588,562

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

Company number 2987817

BALANCE SHEET
AS AT 31 MARCH 2020

	Note	2020		2019	
		£	£	£	£
Fixed Assets	10		138,672		138,672
Current Assets					
Debtors	11	97,760		108,785	
Cash at bank and in hand		603,727		439,526	
		<u>701,487</u>		<u>548,311</u>	
Creditors: amounts falling due within one year	12	<u>(60,337)</u>		<u>(98,421)</u>	
Net Current Assets			641,150		499,890
Net Assets			<u>779,822</u>		<u>588,562</u>
Represented by:					
Restricted funds	13		41,700		43,331
Unrestricted funds:					
Designated funds	14		145,323		150,672
General fund			592,799		394,559
Total funds	15		<u>779,822</u>		<u>588,562</u>

Approved by the Board of Management Committee on 22 October 2020 and signed on their behalf by:

Alefiyah Bharmal

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

CASHFLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2020

	Notes	2020	2019
		£	£
Cash flow from operating activities	18	163,272	55,410
Net cash flow from operating activities		163,272	55,410
Cash flow from investing activities			
Interest received		929	804
Net cash flow from investing activities		929	804
Net increase in cash and cash equivalents		164,201	56,214
Cash and cash equivalents at 01 April 2019		439,526	383,312
Cash and cash equivalents at 31 March 2020		603,727	439,526
Cash and cash equivalents consists of:			
Cash at bank and in hand		603,727	439,526
Cash and cash equivalents at 31 March 2020		603,727	439,526

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020

1 ACCOUNTING POLICIES

a. Basis of preparation

Off the Record Youth Counselling Croydon is a company limited by guarantee in the United Kingdom. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is given in the charity information on page 1 of these financial statements. The nature of the charity's operations and principal activities are set out on page 2.

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with 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) issued on 16 July 2014, the Charities Act 2011 and UK Generally Accepted Practice as it applies from 1 January 2015, updated for bulletin 1&2.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are prepared in sterling which is the functional currency of the charity.

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

b. Income

All income is included in the Statement of Financial Activities (SoFA) when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

For donations and grants receivable, including donations and gifts, are included in full in the Statement of Financial Activities when receivable.

Investment income is accounted for when received. Tax recoverable on investment income is accounted for on a receivable basis.

Other income is included in full in the Statement of Financial Activities when receivable.

c. Expenditure

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably. It is categorised under the following headings:

- Raising funds are those costs incurred in attracting voluntary income.
- Expenditure on charitable activities include expenditure associated with the organization.

d. Fund accounting

Unrestricted funds 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.

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.

Designated funds represent funds invested in fixed assets. The designated fund balance has been represented to ensure that fund balance stated accurately reflects the designation policy adopted by the Management Committee.

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020

1 ACCOUNTING POLICIES (continued)

e. Tangible fixed assets

All assets costing over £5,000 are capitalised. Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost or valuation of fixed assets, less their estimated residual value, over their expected useful lives as follows:

Office Equipment - 33 1/3 % straight line

f. Debtors and creditors receivable/payable within one year

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 expenditure.

g. Leasing commitments

Rentals payable and receivable under operating leases are charged to the SoFA on a straight line basis over the period of the lease.

h. Going concern

The Management Committee have renewed the charitable company's budgets and taken into account the expected impact of Coronavirus. Whilst it is difficult to predict the potential implications on the future revenue with any certainty, on the basis of the Management Committee's review, there is a reasonable expectation that the charitable company will have adequate resources to continue an operational existence for the foreseeable future and it is therefore appropriate to adapt the going concern basis of accounting for these financial statements.

i. Judgements and key sources of estimation uncertainty

The following judgements (apart from those involving estimates) have been made in the process of applying the above accounting policies that have had the most significant effect on amounts recognised in the financial statements:

Useful economic lives of tangible assets

The annual depreciation charge for tangible assets is sensitive to changes in the estimated useful economic lives and residual values of the assets. The useful economic lives and residual values are re-assessed annually. They are amended when necessary to reflect current estimates, based on technological advancement, future investments, economic utilisation and the physical condition of the assets. See note 10 for the carrying amount of the tangible fixed assets, and note e. for the useful economic lives for each class of assets.

There are no key assumptions concerning the future and other key sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year.

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020

2 GRANTS & CONTRACTS RECEIVABLE

Restricted Funds:	Total 2020	Total 2019
	£	£
Counselling services		
- NHS Croydon /LB Croydon	149,982	149,982
Outreach Services		
- NHS Croydon /Outreach BME CDW	79,740	62,240
- Comic Relief BAME Outreach	50,774	37,932
Young Refugees Refugee Project		
- Young Refugees LBC	30,000	30,000
Young Carer's Project		
- BBC Children in Need	34,211	35,088
- L&Q Foundation	-	5,000
	<u>344,707</u>	<u>320,242</u>
Unrestricted Funds and Contracts :		
- Counselling Sutton LBS/CCG	149,000	149,000
- Young Carers' LBC	112,500	112,500
- Young Refugees Croydon CCG	58,810	45,560
- Counselling Online Croydon Transformation Fund	82,500	50,000
- Counselling Croydon Transformation Fund	112,000	112,000
- Counselling Croydon CYP Mental Health	43,000	8,000
- Outreach Sutton Uplift	28,000	31,500
- Young Carers' CCG	56,764	56,764
- Adult Carers Assessment	13,880	3,402
- Counselling Online Sutton Transformation Fund	65,000	55,000
- Counselling Merton	260,000	121,797
- Young Adult Carers Work	45,000	45,000
- CAMHS/LB Croydon	34,000	34,000
- Mental Health in Schools	70,903	-
- Counselling NHS England Wait Times	44,062	-
- Young Refugees Young Roots	4,583	-
- Young Refugees Unrestricted	13,750	12,500
- Wimbledon Foundation	25,208	2,087
	<u>1,218,960</u>	<u>839,110</u>
TOTAL GRANTS AND CONTRACTS	<u><u>1,563,667</u></u>	<u><u>1,159,352</u></u>

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020

3 EXPENDITURE

	Staff costs £	Direct costs £	Support costs £	Total 2020 £	Total 2019 £
Charitable activities:					
Counselling Services	766,024	57,450	118,367	941,841	640,300
Outreach Services	92,629	29,283	12,369	134,281	121,447
Young Refugees Project	74,894	9,763	7,739	92,396	94,446
Young Carers Project	220,330	21,233	30,076	271,639	294,817
	<u>1,153,877</u>	<u>117,729</u>	<u>168,551</u>	<u>1,440,157</u>	<u>1,151,010</u>

All costs are allocated between the expenditure categories noted above on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis, being, time spent.

4 CHARITABLE ACTIVITIES

	Unrestricted Funds £	Restricted Funds £	Total 2020 £	Total 2019 £
Counselling Services	769,114	172,727	941,841	640,300
Outreach Services	17,852	116,429	134,281	121,447
Young Refugees Project	65,115	27,281	92,396	94,446
Young Carers Project	239,515	32,124	271,639	294,817
	<u>1,091,596</u>	<u>348,561</u>	<u>1,440,157</u>	<u>1,151,010</u>

In 2019 £841,840 of the expenditure in relation to charitable activities was attributable to the unrestricted fund, with the remaining £309,170 being attributable to the restricted fund.

5 SUPPORT COSTS

	2020 £	2019 £
HR and Consulting	5,340	5,916
Cleaning and waste collection	14,105	12,619
Office Supplies	3,488	3,037
Telephone and Internet	6,517	5,138
Rent, Rates and Utilities	84,835	59,915
Computer Maintenance	12,845	12,845
Office and Computer Equipment	10,710	8,621
Repairs	1,495	2,845
Insurance	4,838	4,333
Payroll	5,528	4,430
Printing and postage	6,965	5,669
Other	4,065	2,660
Governance costs (note 6)	7,822	8,031
	<u>168,551</u>	<u>136,059</u>

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020

6 GOVERNANCE COSTS

	2020	2019
	£	£
Auditors' remuneration – current year	7,460	7,243
Trustee expenditure	14	86
Professional fees	348	702
	<u>7,822</u>	<u>8,031</u>

7 MANAGEMENT COMMITTEE REMUNERATION AND REIMBURSED EXPENSES

During the year no Management Committee member received remuneration (2019: None) or reimbursed expenses. Trustee expenditure in note 6 above was primarily the cost of refreshments at Trustee meetings (2019: training)

8 MOVEMENT IN FUNDS

This is stated after charging:

	2020	2019
	£	£
Auditors' remuneration – audit fees	<u>7,460</u>	<u>7,243</u>

9 STAFF COSTS

	2020	2019
	£	£
Wages and salaries	1,034,401	820,427
Employer's National Insurance	81,258	64,443
Pension contributions	38,218	34,062
	<u>1,153,877</u>	<u>918,932</u>

The average monthly number of employees by headcount during the year was:

	2020	2019
Direct charitable activities	46	41
Administration and management	4	3
	<u>50</u>	<u>44</u>

The full time equivalent number of employees amounted to 33 (2019: 26)

No employee received remuneration amounting to more than £60,000 in the year (2019: none).

The total amount of employee benefits received by key management personnel is £290,284 (2019: £248,498). The Trust considers its key management personnel to comprise those individuals listed on page 1.

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020

10 TANGIBLE FIXED ASSETS

	Land & buildings £	Office equipment £	Total £
COST			
At April 2019 and 31 March 2020	138,672	6,221	144,893
DEPRECIATION			
At 1 April 2019 and at 31 March 2020	-	6,221	6,221
NET BOOK VALUE			
At 31 March 2020	138,672	-	138,672
At 31 March 2019	138,672	-	138,672

The costs of the freehold property and other expenditure (£135,000 and £3,672 respectively) are shown gross of a £138,672 grant received from Department of Health. Under the conditions attaching to grant dated 28 April 1995 the premises are to be used for the charitable objectives of 'Off the Record' Youth Counselling Services. Should the conditions of the grant cease to be met the charitable company is duty bound to inform the Secretary of State and to refund to the Department of Health an amount equal to that portion of the open market value of the property as is attributable to the expenditure of the capital sum.

11 DEBTORS

	2020 £	2019 £
Other debtors and prepayments	36,914	30,583
Grants receivable and accrued income	60,846	78,202
	<u>97,760</u>	<u>108,785</u>

At the end of the year grants were due from multiple providers for projects dating from January 2019, the majority of the balance was received in May 2019.

12 CREDITORS

	2020 £	2019 £
Accruals and deferred income	60,337	98,421
	<u>60,337</u>	<u>98,421</u>

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020

13 RESTRICTED FUNDS

	Balance at 1.4.19	Incoming Resources	Resources expended	Transfers	Balance at 31.3.20
	£	£	£		£
Counselling Services	29,114	149,982	172,727	-	6,369
Outreach Services	14,217	130,514	116,429	-	28,302
Young Refugees Project	-	30,000	27,281	-	2,719
Young Carers Project	-	36,434	32,124	-	4,310
	<u>43,331</u>	<u>346,930</u>	<u>348,561</u>	<u>-</u>	<u>41,700</u>

Counselling: These funds are for the provision of free, confidential young people’s counselling services including online services.

Outreach Services: This fund is the provision of BAME mental health outreach and community development work and a Mental Health Wellbeing.

Young Refugees Project: These funds are for the provision of counselling and group work support for young refugees and asylum seekers.

Young Carers’ Project: These funds are for the provision of information, advocacy, support and respite activities for children and young people with caring responsibilities at home.

Comparative Restricted Funds	Balance at 1.4.18	Incoming Resources	Resources expended	Transfers	Balance at 31.3.19
	£	£	£		£
Counselling Services	20,050	150,333	(141,269)	-	29,114
Outreach Services	-	100,173	(85,956)	-	14,217
Young Refugees Project	-	30,000	(30,000)	-	-
Young Carers Project	9,860	42,085	(51,945)	-	-
	<u>29,910</u>	<u>322,591</u>	<u>(309,170)</u>	<u>-</u>	<u>43,331</u>

14 DESIGNATED FUNDS

	Balance at 31.3.19	New Designations	Designations Released	Balance at 31.3.20
Property fund	138,672	-	-	138,672
Staff training	12,000	-	(5,349)	6,651
	<u>150,672</u>	<u>-</u>	<u>(5,349)</u>	<u>145,323</u>

Purposes of designated funds:

Property fund – this represents the net book value of the property which the charity operates from and therefore the funds are not available for general purposes (see note 10)

Staff Training – this represents monies to be spent in 2020/21 for staff training.

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020

14 DESIGNATED FUNDS (continued)

Comparative Designated funds	Balance at 31.3.18	New Designations	Designations Released	Balance at 31.3.19
Property fund	138,672	-	-	138,672
Office and building fund	10,000	-	(10,000)	-
Staff training	-	12,000	-	12,000
	<u>148,672</u>	<u>12,000</u>	<u>(10,000)</u>	<u>150,672</u>

15 ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Restricted funds £	Unrestricted funds £	Total Funds £
Fixed assets	-	138,672	138,672
Current assets	41,700	659,787	701,487
Current Liabilities	-	(60,337)	(60,337)
	<u>41,700</u>	<u>738,122</u>	<u>779,822</u>

Comparative analysis of net assets between funds 2019	Restricted funds £	Unrestricted funds £	Total Funds £
Fixed assets	-	138,672	138,672
Current assets	43,331	504,980	548,311
Current Liabilities	-	(98,421)	(98,421)
	<u>43,331</u>	<u>545,231</u>	<u>588,562</u>

16 LEASE COMMITMENTS

Operating leases which expire:

	Land and Buildings 2020	2019
Within one year	35,000	35,000
Between one and five years	<u>20,425</u>	<u>58,333</u>

17 COMPANY LIMITED BY GUARANTEE

The Charity is limited by guarantee and accordingly has no share capital.

The liability guaranteed by each member is £1. The authorised membership of the company is unlimited.
At 31 March 2020 the membership was five (2019: five).

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020

18. RECONCILIATION OF NET EXPENDITURE TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2020	2019
	£	£
Net income / (expenditure) for 31 March 2020	191,259	
Bank interest	(929)	(804)
Decrease/(Increase) in debtors	11,026	(23,877)
Increase / (decrease) in creditors	(38,084)	51,999
Net cash flow from operating activities	<u>163,272</u>	<u>55,410</u>

19. RELATED PARTY TRANSACTIONS

There were no related party transactions during the year (2019: None).

20. EVENTS AFTER THE REPORTING DATE

In 2020 the world was shaken with the onset of Covid-19. The Management Committee have assessed the operational and financial impact of the charitable company in the going concern statement at note 1a.