

YOUTH TALK

We're listening

YOUTH TALK LIMITED

**ANNUAL REPORT OF THE TRUSTEES AND STATEMENT OF
UNAUDITED ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2021**

CHARITY NUMBER: 1063572

COMPANY NUMBER: 03322319

YOUTH TALK LIMITED

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YOUTH TALK LIMITED
ANNUAL REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021

1. INTRODUCTION

A WORD FROM OUR CHAIR & CEO

Without a doubt, the last year has been a tough one. As we were drafting the Introduction to our 2019/2020 annual report the world was in the midst of experiencing the worldwide impact of the COVID-19 pandemic. Everyone's lives were changed, and the impact on young people was already taking its toll. It has certainly been a challenging year for us all, but also one in which we have seen extraordinary resilience, determination, innovation and progress. Across the year we have been truly humbled and tremendously proud of what the charity has managed to achieve in such uncertain times.

As the global pandemic was taking hold, we were determined that our service must remain open for the significant numbers of young people who needed someone and somewhere safe to talk. Our work has never been more important, and our staff team, counsellors and trustees rose to the challenge determined to ensure that we continued to be there for local young people. Our most heartfelt thanks go to each and every one of them and we also extend a further huge thank you to all our amazing supporters new and longstanding without whom none of what we do would be possible – thank you.

Despite the challenges we are very proud to report that we have been able to increase the number of counselling sessions across the year by 22% and have supplied 3253 counselling sessions to 274 local young people who reached out to us for help. However, we know that demand is growing at a rapid pace and over the coming year we will see further evidence of the silent pandemic of mental health challenges faced by young people across the District. We are in the midst of another tough year but we have a rich heritage of success and strong foundations from which to meet the challenges ahead.

In order to better prepare ourselves and give a solid platform from which to grow further we have, over the last year, invested in the further development of our infrastructure. In the coming year we will be undertaking an active search for new premises for the charity which are better suited to meet post-pandemic needs and our plans for growth. It will be another demanding year but there is lots to be excited about and celebrate.

Finally, our 2020/21 report would not be complete without saying a huge and most heartfelt thank you to our outgoing Chair, Dr Roger Gibbs, who stepped down during the year. We are delighted that he remains on the Board as an active trustee and continues to bring his wisdom, experience and energy to the charity. During his tenure as Chair of the Board of Trustees Roger helped steer Youth Talk through a number of very significant developments and periods of growth – thank you so much from us all!



Jackie Fowler
Chair of Trustees



David Barker
Chief Executive

YOUTH TALK LIMITED
ANNUAL REPORT OF THE TRUSTEES (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

2. ABOUT US

OUR VISION

Every young person can talk to someone who can help with whatever's worrying them.

OUR MISSION

To provide the best possible mental health support to young people in St Albans and surrounding areas.

OUR VALUES

We are open and accepting

We do not judge. Whatever a young person is going through we take time to listen, understand and respond in confidence.

We always give our best

From the expertise and care of our qualified counsellors, to the professionalism of our staff, the energy, passion and creativity of our fundraisers to the ambition of our strategy - we always give our absolute best in everything we do.

We are stronger together

We can't deliver our mission alone. By working with others we can achieve more and make a lasting difference to the lives of young people.

OUR MESSAGE TO YOUNG PEOPLE

When you need help, you can contact Youth Talk directly for free, confidential counselling support. Our expert team have time for you and provide a safe space to talk. We will listen, respond and support you with your mental health and emotional wellbeing.

YOUTH TALK LIMITED
ANNUAL REPORT OF THE TRUSTEES (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

2. ABOUT US - CONTINUED

REGISTERED OFFICE

Lower Ground Floor
Dagnall House
2 Lower Dagnall Street
St Albans
AL3 4PA

CHARITY NUMBER

1063572

COMPANY NUMBER

03322319

DIRECTORS/TRUSTEES

Christopher Clulow
Teresa Dalley
Jacqueline Fryer (appointed Chair of Trustees January 2020)
Roger Gibbs (stepped down as Chair of Trustees January 2020)
Susan Holliday (Treasurer)
Samantha Kelth
Margaret Thirlway (Company Secretary)
Margaret Turner (Resigned 15th October 2020)
Ian Woods

CHIEF EXECUTIVE

David Barker

ACCOUNTANTS

Moore Kingston Smith LLP
Chartered Accountants
4 Victoria Square
St. Albans
Hertfordshire AL1 3TF

BANKERS

The Co-Operative Bank plc
PO Box 101
1 Balloon Street
Manchester M60 4EP

YOUTH TALK LIMITED
ANNUAL REPORT OF THE TRUSTEES (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

3. STRUCTURE, GOVERNANCE & MANAGEMENT

CONSTITUTION

The Company was incorporated on 21st February 1997. The governing document is the Memorandum and Articles of Association adopted on that date and amended by special resolution on 5th June 1997. On 15th July 2004 a further resolution increased the limit on the number of trustees to 14; and on 24th September 2015 another special resolution removed the specific limits on the age of beneficiaries.

OBJECTIVES AND ACTIVITIES

The charity's primary objective is to improve young people's mental health. This is delivered by one-to-one counselling, outreach and information services for young people.

ORGANISATION

The Company is under the control of the trustees who usually meet 6 times a year. The Chief Executive reports to the Chair of Trustees, and is responsible for all members of the clinical and administrative staff.

TRUSTEES AND OFFICERS

The names of the Trustees and Officers who have served during the year are shown on page three of this report.

STATEMENT OF RESPONSIBILITIES OF TRUSTEES

The trustees (who are also directors of Youth Talk Limited for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires trustees to prepare financial statements for each financial year which give a true and fair view of the state of the affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

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

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees have overall responsibility for ensuring that the charity has appropriate systems and controls, financial and otherwise, to provide reasonable assurance that:

- The charity is operating efficiently and effectively
- Proper records are maintained and financial information used within the charity, or for publication, is reliable.
- The charity complies with relevant laws and regulations.

YOUTH TALK LIMITED
ANNUAL REPORT OF THE TRUSTEES (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

3. STRUCTURE, GOVERNANCE & MANAGEMENT - CONTINUED

The systems of internal control are designed to provide reasonable, but not absolute, assurance against material misstatement or loss. These include:

- Annual objectives and annual budget approved by the trustees
- Regular consideration by the trustees of financial results, variances from budget, non-financial performance and indicators.
- Delegation of day-to-day management authority and segregation of duties.
- Identification and management of risks.

TRUSTEE RECRUITMENT, INDUCTION AND TRAINING

Trustees are appointed from people who have the necessary skills and experience to fulfil specific areas of need within the charity. In addition we look for individuals who have experience of or an interest in dealing with young people and their welfare.

New trustees are provided with documentation to enable them to appreciate our objectives, organisation, method of operation and their responsibilities under the law. In addition existing trustees assist them in becoming fully conversant with their role.

PUBLIC BENEFIT

The trustees confirm that they have complied with the duty in Charities Act 2011 to have due regard to the Charity Commission General Guidance on Public Benefit, when reviewing their aims and objectives and in planning future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives they have set.

RISK ASSESSMENT

The major risks to the charity have been identified and documented for assessment. The trustees and management have an ongoing process to review these risks.

There are policies for Health and Safety, Safeguarding, Lone Working, Data Protection, Equality and Diversity, Grievance/Harassment and Whistleblowing. All policies are reviewed regularly and updated as appropriate. Disclosure and Barring Service (DBS) checks are undertaken annually on each member of staff.

Clinical procedures are under the regular scrutiny of a consultant clinical supervisor, who reviews all cases considered to be high risk.

The trustees and management regularly review operational processes to ensure ongoing delivery of activities. Investment in these processes is made as appropriate. There is a separate Business Continuity plan, which is kept under review.

YOUTH TALK LIMITED
ANNUAL REPORT OF THE TRUSTEES (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

4. FINANCIAL REVIEW

HOW WE RAISED OUR MONEY

The results for the year are set out on pages 12 & 13. The trustees are satisfied with the financial progress of the charity.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

In 2020-21, we raised £341,150 to provide the best possible mental health support to local young people. Thanks to you, that's a 35% increase on the previous year.

How we achieved this together ...

Community & Events	£ 54,305
Corporate fundraising	£ 3,589
Individual Giving	£ 34,246
Statutory Grants	£ 113,095
Trusts & Foundations	£ 123,449
Other income	£ 12,466

Over the last year, we are incredibly grateful to have received grants from the following organisations: The Fairfield Trust; Children in Need; Hertfordshire County Council; Children and Adolescents Mental Health Service (CAMHS); Hertfordshire Community Foundation; Harpenden Building Society (administered by HCF); The Childwick Trust; St Albans District Council; The Blandford Trust; The Masonic Charitable Foundation; The Garfield Weston Foundation; The Shanley Foundation; The Mrs Smith & Mount Trust; Batchworth Trust; Global Media and the Department of Culture, Media & Sport (DCMS).

In addition, we are enormously grateful for the support shown by a large number of local organisations, sports clubs and religious organisations across the District which can be found on our website.

This crucial funding has supported both the provision of our counselling services and our general operating costs.

HOW WE SPENT YOUR MONEY

At Youth Talk, we pride ourselves on our focus. We place young people at the centre of everything we do, ensuring they're supported by the expert care of our qualified counsellors and dedicated staff.

In 2020/2021 our total expenditure on running Youth Talk was £298,245. The breakdown of our spend was as follows:

• Counselling & staff costs	£ 217,258
• Property costs (rent)	£ 19,853
• Office Costs	£ 32,237
• IT Infrastructure & Clinical database	£ 25,996
• Governance Costs	£ 2,901

Office costs include:

- Raising awareness of the services Youth Talk provides.
- Providing literature in paper and digital format to support young people and promote the charity.
- Supporting fundraising activities – turning pounds into more pounds.
- Administrative costs associated with running the organisation (i.e. IT, website etc)

YOUTH TALK LIMITED
ANNUAL REPORT OF THE TRUSTEES (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

4. FINANCIAL REVIEW - CONTINUED

STAFF REMUNERATION

Youth Talk is committed to ensuring a proper balance between (i) paying our staff who work for us fairly so that we attract and retain people with the right experience, skills and qualities and (ii) careful management of our charity funds. In so doing we ensure the greatest effectiveness in delivering our charitable objectives and meeting the needs of our beneficiaries.

Our work is dependent on voluntary donations and we act in an open and transparent way that respects the money, time and energy given by donors and volunteers. In our commitment to openness, we disclose information about senior staff salaries within our annual report. This is in line with recommendations and guidelines from the Charity Commission and the National Council for Voluntary Organisations (NCVO).

RESERVES POLICY

The charity's policy is to have sufficient resources to fund at least 6 months' operations on hand at any given time. This is important so that in the event of the charity needing to cease activities it can be wound down in an orderly way and we can properly complete clinical programmes of counselling with existing clients.

Free reserves comprise the total reserves available to the charity, less those reserves which are restricted or designated for specific purposes.

At the year end our free reserves stood at £237,494. This is within the current policy of holding six months of free reserves.

As a result of the Covid-19 pandemic, the impact on our fundraising and the need for new premises we envisage significant pressure being placed on our reserves in the coming year.

YOUTH TALK LIMITED
ANNUAL REPORT OF THE TRUSTEES (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

5. THE DIFFERENCE WE'VE MADE

It has been an extremely busy year dealing with the challenges of the pandemic whilst continuing to run our business-as-usual service and ensuring that we continue to drive forward a number of the key organisational development projects. We're proud of what we've achieved and the impact we've had on young people's lives.

We are pleased that we have been able to provide 3253 counselling sessions to 274 young people in need of help who referred themselves to us - an increase of 22% on last year.

WHAT WE SAID WE'D DO	HOW DID WE DO?
<p>Post Covid-19 recovery plan</p> <p>We had two core priorities:</p> <p>1. Returning our service to safely offering some face to face counselling.</p> <p>2. A strong focus on fundraising to offset the significant financial impact that we will experience as a result of the pandemic.</p>	<p>At the outbreak of the pandemic, we had one clear aim - to ensure that we kept the service running come what may. We adapted fast, taking all our counselling online, to be delivered via a video or telephone call. This was a huge task and a steep learning curve for Youth Talk, but counsellors and staff adapted quickly, and we saw over 90% of our young people take up their regular sessions bringing so much support and relief.</p> <p>In September 2020 we re-opened two of our counselling suites in order to be able to get back to some limited face to face work. It is our intention to build on this further in the coming year, and we recognise that while our online service has been hugely valuable, face to face work sits at the heart of what we do.</p> <p>Over the year we not only managed to keep the service running - but we have offered more counselling sessions than ever before whilst also undertaking some major development projects for the charity including the implementation of a new clinical system for managing our clients; roll out of a new brand; development of a new website to name a few. All of these are fundamental projects designed to set ourselves up for future success.</p> <p>With regards to our fundraising, we were delighted to welcome Rachel Simkin to the team in October 2020. Rachel joined the charity as our first ever Corporate and Community Fundraiser and she has been working hard to develop our infrastructure for future fundraising growth. We have also worked hard on securing grants from a variety of Trusts and emergency COVID funds, and despite our financial worries at the beginning of the year we are pleased that the last year we have been able to exceed the budget set by the Board.</p> <p>However, we believe the real financial challenge will be in the coming year when we will see a significant increase in demand on the service - set against a challenging financial environment including a recommissioning exercise for our current CAMHS contract plus an increasingly competitive Trusts and Foundations fundraising environment.</p> <p>In March 2021 we took part in our first ever live crowdfunding event and it was tremendous to have one of our Youth Panel, Mia, representing Youth Talk. We doubled our target and raised £6,380 on the night - it was a wonderful example of collaboration thanks to friends of the charity encouraging us to apply and tremendous corporate support from Private Fly.</p>

YOUTH TALK LIMITED
ANNUAL REPORT OF THE TRUSTEES (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

5. THE DIFFERENCE WE'VE MADE - CONTINUED

<p>Growing our counselling Capacity</p> <p>In order to meet increased demand, we will, by the end of the financial year, have worked to increase the number of weekly counselling sessions from 60 to 100.</p>	<p>The pandemic has made growing up today even more challenging in so many ways. In order to meet increased demand and help more young people experiencing difficulties, we worked hard across the year to increase the number of weekly counselling sessions from 60 to 100. Given the additional challenges of the pandemic we are delighted that we have managed to achieve this aim.</p> <p>In order to achieve this we have increased our team of professional counsellors to ten plus also increased our clinical supervisory capacity as well as the administrative resource required to meet such demand.</p>
<p>Youth Participation</p> <p>We will build further on the work to date to consult and involve young people in the work and priorities of the charity.</p>	<p>Across the year we have worked extensively with our Youth Panel and they have been fundamental to a number of development projects we have been working on, including our new website, an animated film, social media and communications and fundraising materials. In addition, as mentioned earlier, Youth Panel member Mia inspired the gathered masses at an online crowd funding event in March speaking about her personal journey with her mental health.</p> <p>We have also this year worked closely with St Albans School who have provided volunteers to join the Youth Panel and also organised a virtual fundraising event during lockdown three.</p>
<p>A new visual identity</p> <p>We will develop a new, refreshed 'look and feel' for the Youth Talk brand making it more modern, relevant and better understood by young people and our other key stakeholder groups.</p>	<p>At our AGM last year we unveiled the work that had been carried out on developing a new brand for Youth Talk. It has been a most enriching and rewarding project for the charity involving our Board, staff, counsellors and our external stakeholders.</p> <p>Our Youth Panel played a fundamental role in helping us to shape the new brand as well as come up with our new strapline 'We're listening'.</p> <p>We are delighted with our new brand and have received so much excellent feedback from young people, our supporters and the wider community.</p> <p>The new look and messaging has been rolled out via new materials and our new website and as we write this report we are currently working on a new video animation about the work of the charity and showcasing our new brand.</p>

YOUTH TALK LIMITED
ANNUAL REPORT OF THE TRUSTEES (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

5. THE DIFFERENCE WE'VE MADE - CONTINUED

<p>Setting ourselves up for future Success</p> <p>We will develop and implement the following programmes of work:</p> <ul style="list-style-type: none"> • Phase 2 of our technical infrastructure update – work to embed a new clinical database and begin work on a core CRM system for the charity • Development of a new website based on our new visual identity and best digital practice. • Review of HR Policies and Procedures and development of a remuneration policy • A three-year outlook – development of a three year plan and budget 	<p>In 2020-21 we also committed to deliver the following developmental programmes of work:</p> <p>Phase 2 of our technical infrastructure update Extensive work has been completed and our new clinical system Iaptus is now fully embedded into the day to day workings of the charity. The new system enables easy and quick online referral as well as providing our clinical and admin teams with a more efficient platform to manage our clients. It also ensures compliance with all the necessary data security requirements as well as providing us with stronger insight and reporting. In the next phase of work we will be adding the ability to text clients reminders of their forthcoming appointments which will be another positive development.</p> <p>We have also begun the work of installing a new supporter database into the charity which will enable us to more effectively work with our growing team of supporters, donors and other partners.</p> <p>Development of a new website Our new website went live earlier this year www.youthtalk.org.uk and we are delighted with the work of our Youth Panel and local Digital Agency DigitalJen in supporting this.</p> <p>Review of HR Policies and Procedures Work was undertaken throughout the year updating our HR Policies and procedures. Core HR policies are now in place and we intend to develop further ones over the coming year. The Board also reviewed staff remuneration and payment rates for counsellors and agreed to undertake a regular review of this every year.</p> <p>Development of a strategy for Youth Talk The Board have been working hard on the development of a five-year strategy for Youth Talk and have received professional (part pro-bono) support from management and analytics company Carnall Farrar (CF). An extensive research phase was completed at the beginning of the year and the results of this were reviewed and discussed by the Board of Trustees at a specially convened Board Awayday. Work is currently underway to finalise the five year strategy and develop a clear operational and financial plan.</p>
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YOUTH TALK LIMITED
ANNUAL REPORT OF THE TRUSTEES (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

6. THE COMING YEAR

In the coming year we intend to focus our efforts on the following:

- **Sustaining and growing our Income**

We know that the coming year is likely to be a tough one – both in meeting the continuing and growing demand for our service and in trying to increase our fundraising income. We will continue to invest in our fundraising efforts to further grow our income. In addition, the Board of Trustees have sanctioned the use of some of the charity's reserves to help meet this increasing demand and in particular look at options for investing in larger and more suitable premises for the work of the charity.

- **Meeting demand**

Over the coming year we are intending to continue to grow the number of counselling sessions we are able to offer each week. By the end of the coming year, we want to be in a position where we are able to offer at least 20% more counselling sessions a week. This will mean that we will be supporting up to 120 young people every week. In order to achieve this growth we will need to make further investment in our professional counselling team and the associated infrastructure required in order to deliver this increase.

- **A focus on our premises**

Our current premises no longer give us the provision we need to run the service and a major focus over the coming year will be to find suitable new premises for the charity. Given the upheaval and investment involved in any move, we plan to find premises that will suit Youth Talk for some years going forward. This will enable us to have more counselling suites, and will offer additional room for growth, and provide a more pleasant, suitable and covid-compliant space for our counselling and the day to day business of the charity.

- **Finalising and embedding our five-year strategy**

Extensive work is underway in preparation for the delivery of a new five year strategy for the charity. This includes a listening exercise, detailed information gathering, needs analysis, market research and a review of our financial plan. In the coming year we will consolidate and complete this work and build from it a clear and ambitious operational and financial plan for Youth Talk's next five years, supported by a clear and ambitious fundraising plan.

YOUTH TALK LIMITED

7. OUR 2020-2021 ACCOUNTS

Independent Examiner's Report to the Trustees of Youth Talk Limited

I report on the accounts of Youth Talk Limited for the year ended 31 March 2021, which comprise the Statement of Financial Activities, the Balance Sheet and related notes.

Respective responsibilities of Trustees and Examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

Having satisfied myself that the company is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- to state whether particular matters have come to my attention.

Basis of Independent Examiner's Report

My examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanation from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent Examiner's Statement

In accordance with my examination, no matter has come to my attention:

1. which gives me reasonable cause to believe that in any material respect the requirements

- to keep accounting records in accordance with section 386 of the Companies Act 2006; and
- to prepare accounts which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities

have not been met; or

2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



Silvia Vitiello
For and on behalf of Moore Kingston Smith LLP
Chartered Accountants

4 Victoria Square
St Albans
Hertfordshire
AL1 3TF

Date: 24/08/2021

YOUTH TALK LIMITED

STATEMENT OF FINANCIAL ACTIVITIES AND THE INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 31 MARCH 2021

	Notes	General Fund £	Restricted Fund £	Total 2021 £	General Fund £	Restricted Fund £	Total 2020 £
Income and endowments from:							
Donations	2	224,330	57,700	282,030	174,129	44,567	218,696
Other trading activities	3	57,895	1,153	59,048	32,858	-	32,858
Investments	4	73	-	73	360	-	360
Total		282,298	58,853	341,151	207,347	44,567	251,914
Expenditure on:							
Youth Talk services	5	218,491	76,853	295,344	161,084	60,516	221,600
Other	6	2,901	-	2,901	1,440	-	1,440
Total		221,392	76,853	298,245	162,524	60,516	223,040
Net income/(expenditure)		60,906	(18,000)	42,906	44,823	(15,949)	28,874
Reconciliation of funds:							
Total funds brought forward	10	176,588	18,000	194,588	131,765	33,949	165,714
Total funds carried forward		237,494	-	237,494	176,588	18,000	194,588

All amounts relate to continuing activities.

There have been no recognised gains or losses, other than the results for the financial year.

The notes on pages 15 to 18 form part of these financial statements.

YOUTH TALK LIMITED

BALANCE SHEET AS
AT 31 MARCH 2021

	Notes	2021		2020	
		£	£	£	£
Fixed Assets:					
Tangible assets	7		3,858		-
Current Assets: Debtors					
Cash at bank and in hand	8	4,825		5,009	
		<u>233,854</u>		<u>192,099</u>	
		238,679		197,108	
Liabilities:					
Creditors: Amounts falling due within one year	9	<u>5,043</u>		<u>2,520</u>	
Total net assets			<u><u>237,494</u></u>		<u><u>194,588</u></u>
The funds of the charity:					
General Fund	10		237,494		176,588
Restricted Fund	10		-		18,000
			<u><u>237,494</u></u>		<u><u>194,588</u></u>

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2021. No member of the company has deposited a notice, pursuant to section 476, requiring an audit of these accounts.

The directors acknowledge their responsibilities for ensuring that the company keeps accounting records which comply with section 386 of the Act and for preparing accounts which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its incoming resources and application of resources, including its income and expenditure, for the financial year in accordance with the requirements of sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to accounts, so far as applicable to the company.

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

Approved by the Board on 18th August 2021

Jackie Fowler

Chair of the Trustees



Margaret Thirlway
Company Secretary



YOUTH TALK LIMITED

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021

1 Accounting Policies

(a) The financial statements have been prepared in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102). The company is a public benefit entity for the purposes of FRS102 and a registered charity established as a company limited by guarantee and therefore has also prepared its financial statements in accordance with the Charities SORP FRS 102 (second edition - October 2019) - 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 and the Companies Act 2006 and Charities Act 2011.

(b) Donations received and fund raising events are shown as income in the year in which they are received. Donations to fund activities for a specific period of time exceeding one year are apportioned over the period to which the donation relates.

Grants are recognised as income on a receivable basis, and are allocated to funds appropriate to the restrictions in place on the grants.

(c) All expenditure is accounted for on an accruals basis and, where incurred directly to further the charity's charitable objects, is shown under charitable activities.

Governance costs include the management of the charitable company's assets and organisational management and compliance with constitutional and statutory requirements.

(d) Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows:

Computer equipment	33% straight line
Furniture and fixtures	20% straight line

(e) Rentals payable under operating leases are charged against income on a straight line basis over the lease term.

(f) Funds held by the charity are either:

Unrestricted Funds – these are funds which can be used in accordance with the charitable objects at the discretion of the trustees and include Designated Funds set aside by the directors for specific purposes.

Restricted Funds – these are funds that can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

(g) Going concern

Trustees believe that the going concern basis is appropriate given the levels of anticipated income.

The impact of the coronavirus pandemic was mitigated by the actions taken by the management team to move all services online. The charity has been able to continue to deliver the same level of services as a result.

(h) Financial Instruments

Cash and Cash Equivalents

Cash and cash equivalents include cash at banks and in hand and short term deposits with a maturity date of three months or less.

Debtors and Creditors

Debtors and creditors receivable or payable within one year of the reporting date are carried at their transaction price.

YOUTH TALK LIMITED
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2021
(CONTINUED)

2 Donations

	General Fund £	Restricted Fund £	Total 2021 £	General Fund £	Restricted Fund £	Total 2020 £
Donation income	78,235	-	78,235	67,120	5,000	72,120
Grants received	146,095	57,700	203,795	107,009	39,567	146,576
	<u>224,330</u>	<u>57,700</u>	<u>282,030</u>	<u>174,129</u>	<u>44,567</u>	<u>218,696</u>

3 Other trading activities

	General Fund £	Restricted Fund £	Total 2021 £	General Fund £	Restricted Fund £	Total 2020 £
Community & events fundraising	54,306	-	54,306	32,123	-	32,123
Corporate fundraising	3,589	-	3,589	-	-	-
Rental income	-	-	-	735	-	735
Government furlough receipts	-	1,153	1,153	-	-	-
	<u>57,895</u>	<u>1,153</u>	<u>59,048</u>	<u>32,858</u>	<u>-</u>	<u>32,858</u>

4 Investment income

	General Fund £	Restricted Fund £	Total 2021 £	General Fund £	Restricted Fund £	Total 2020 £
Bank Interest	73	-	73	360	-	360
	<u>73</u>	<u>-</u>	<u>73</u>	<u>360</u>	<u>-</u>	<u>360</u>

5 Expenditure on providing Youth Talk services

	General Fund £	Restricted Fund £	Total 2021 £	General Fund £	Restricted Fund £	Total 2020 £
Property costs:						
Rent	-	19,853	19,853	4,709	14,226	18,935
Office costs:						
Telephone	960	384	1,344	-	940	940
Post and stationery	-	-	-	2,760	-	2,760
IT Support	340	1,787	2,127	1,080	-	1,080
Office equipment	-	102	102	762	5,000	5,762
Other office costs	4,877	413	5,290	6,929	116	7,045
Marketing costs	10,443	-	10,443	-	-	-
Fundraising costs	13,334	-	13,334	-	-	-
Website costs	6,271	-	6,271	-	-	-
Recruitment Expenses	1,826	-	1,826	-	-	-
Clinical database	12,496	5,000	17,496	13,215	-	13,215
Staff costs:						
Counselling fees	52,969	48,161	101,130	39,843	40,234	80,077
Administrative staff	102,150	1,153	103,303	81,820	-	81,820
Supervision	12,825	-	12,825	9,966	-	9,966
	<u>218,491</u>	<u>76,853</u>	<u>295,344</u>	<u>161,084</u>	<u>60,516</u>	<u>221,600</u>

YOUTH TALK LIMITED

NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2021
(CONTINUED)

No trustee received remuneration or had any personal expenses reimbursed on behalf of the charity during the year to 31 March 2021 (2020: £nil)

5a Staff costs

Staff costs include gross salaries of £96,197 and social security costs of £4,198.

Key management personnel (including CEO and Operations Manager) wages amounted to £69,468 (2020: £64,106).

	2021	2020
Average number of employees during the year:	5	5

6 Other costs

	General Fund £	Restricted Fund £	Total 2021 £	General Fund £	Restricted Fund £	Total 2020 £
Governance costs						
Independent examiners fees	2,901	-	2,901	1,440	-	1,440
	<u>2,901</u>	<u>-</u>	<u>2,901</u>	<u>1,440</u>	<u>-</u>	<u>1,440</u>

7 Fixed assets

	Furniture and fittings £	Computer Equipment £	Total £
Cost			
As at 1 April 2020	-	8,226	8,226
Additions	515	3,984	4,499
As at 31 March 2021	<u>515</u>	<u>12,210</u>	<u>12,725</u>
Depreciation			
As at 1 April 2020	-	8,226	8,226
Charge for the year	15	626	641
As at 31 March 2021	<u>15</u>	<u>8,852</u>	<u>8,867</u>
Net Book Value			
As at 31 March 2021	<u>500</u>	<u>3,358</u>	<u>3,858</u>
As at 31 March 2020	-	-	-

8 Debtors

	2021 £	2020 £
Prepayments	4,825	5,009
Accrued income	-	-
	<u>4,825</u>	<u>5,009</u>

YOUTH TALK LIMITED
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2021
(CONTINUED)

9 Creditors due within one year

	2021 £	2020 £
Accruals	4,364	2,520
Other creditors	679	-
	5,043	2,520

10 Analysis of funds

	At 1 April 2020	Income	Expenditure	Transfers between funds	At 31 March 2021
General fund	160,088	282,298	(208,896)	4,004	237,494
Designated funds					
IT spend designated fund	16,500	-	(12,496)	(4,004)	-
Total unrestricted funds	176,588	282,298	-	221,392	-
Restricted funds					
BBC Children in Need	-	34,295	(34,295)	-	-
The Childwick Trust	-	20,000	(20,000)	-	-
Harpenden Building Society	8,000	3,405	(11,405)	-	-
Blandford Trust	5,000	-	(5,000)	-	-
Masonic Charitable Foundation	5,000	-	(5,000)	-	-
Government furlough grant	-	1,153	(1,153)	-	-
Total restricted funds	18,000	58,853	(76,853)	-	-
Total funds	194,588	341,151	(298,245)	-	237,494

- (a) BBC Children in Need grant was awarded to provide counselling services.
(b) The Childwick Trust was awarded to cover the rental and overhead costs for the year.
(c) Harpenden Building Society grant was awarded to provide counselling services.
(d) Blandford Trust grant was awarded for a database upgrade.
(e) The Masonic Charitable Foundation grant was awarded to extend the opening hours to include Monday's.

11 Analysis of net assets between funds

	General Fund	Restricted Funds	Total 2021
Fixed Assets	3,858	-	3,858
Current Assets	238,679	-	238,679
Creditors due within one year			(5,043)
	237,494	-	237,494

12 Trustees and Related Party Transactions

During the year there were transactions with Hertfordshire Community Foundation where Margaret Turner has a directorship.

13 Financial commitments

At 31 March 2021 the company was committed to making the following payments under operating leases:

	2021	2020
Land and Buildings		
Within one year	13,000	3,250
Within 1 to 5 years	-	-
	13,000	3,250

YOUTH TALK LIMITED
ANNUAL REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021
(CONTINUED)

8. A FINAL THANK YOU

We could not have achieved what we have over the last year without YOU and we send all our supporters, friends and partners a most heartfelt and huge THANK YOU for continuing to support Youth Talk and the young people we are able to help across the District.

We know that the coming year is going to bring ever greater challenges for Youth Talk – both in terms of meeting the anticipated and significant growth in demand for our service and in facing a challenging year of fundraising ahead of us.

We have a duty to every young person experiencing mental health challenges to do everything we possibly can to make sure Youth Talk is there for them when they need us.

Thank you so much in advance for your continued support and everything you will do for us over the coming year.