

2022 - 2023

IMPACT REPORT



Changing Lives • Creating Futures



Changing Lives • Creating Futures

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WELCOME TO THE SERVICE SIX IMPACT REPORT

Service Six is an independent regional charity, which was specifically set up to provide life-changing and often life-saving support services to children, young people and their families. We have been in operation since 1979, and our services currently support communities in Northamptonshire, Leicestershire, Lincolnshire and Milton Keynes.

Our motivation is to improve outcomes for children and young people; we strive to support them to live healthier, happier and safer lives through addressing mental health and wellbeing needs, and increasing resilience.

We are pleased to share our Impact Report 2022-2023 with you which documents many of the ways that we have supported children, young people, and their families over the last 12 months. Throughout the report you will find, key information about Service Six and our projects, a breakdown of our strategies and priorities for the future, client case studies and feedback from those who have accessed our services.

As always, the Service Six team have risen to the challenges and opportunities of the year with positivity and determination. We are constantly being guided by those who access our services, to develop and grow. We are always looking to find new ways to meet the needs of vulnerable children and young people, and their families.

We are all proud to be a part of this charity, and the life-changing work that is happening every single day. Our staff and young people have all achieved so much over the past year and we are delighted to share this with you all throughout our report.

We are continually grateful for all those who have supported Service Six throughout the year, and would like to thank everyone who has contributed; including volunteers, staff and trustees Thank you for your commitment, support and wisdom – we couldn't have done it without you!



Carole Fitzsimons
Chairperson



Claudia Slabon Chief Executive



Emma Campion Incoming Chief Executive

Message from Claudia Slabon CEO from 2016- 2023

After 14 years of having a role at Service Six, from Youth Support Worker to Assistant Chief Executive to Chief Executive, I have decided to finally leave the organisation. I want you all to know that this was my decision, a tough one for me to make as I love Service Six and everything it stands for, especially you, the team, who bring Service Six to life.

I intend to re-focus my energy and attention on a new career pathway, which will allow me to stay engaged in the development of vital and robust mental health initiatives in Northamptonshire but also have the time and energy I need to focus on myself, my family and my other passions. As I step down as CEO to recharge after spending nearly 7 years leading this great organisation, I am very confident in Service Six' continued growth and success, and will remain its biggest fan.

During my tenure Service Six has made notable strategic achievements which are reflected in the charity's current position and its performance over the last few years. I'm leaving an exceptional talented and committed team (YOU) in place and the organisation in an excellent position for its continued growth.

Servicing our beneficiaries and the charity has been an honour and working with our dedicated staff, trustees and partners over the years has been an absolute pleasure. I look forward to following the continued success of Service Six and am hopeful and excited for the next chapter of this wonderful charity, as you will continue to support our communities and strive to reach our vision of a world where all children can live happy and healthy lives.

Thank you all for the trust you have placed in me! And thank you for your commitment and ongoing support to Service Six. The team at Service Six is stronger than ever and will continue to do amazing things.

Thank you

Claudia

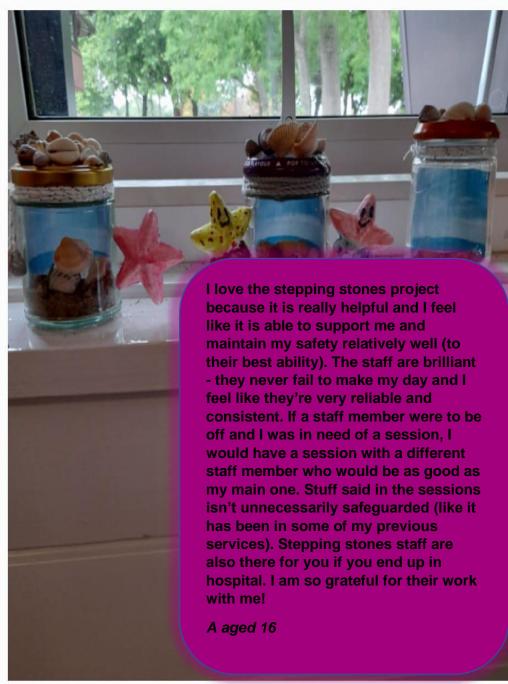












Mission, Vision and Values

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



We are passionate, respectful, fair and ethical in providing qualitative accountable services.

Passion

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

Ethical

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

Respectful

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

Quality

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

Equality

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

Accountable

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

Our Approach

We are listening to children and young people to directly respond to their voices, needs and priorities.





2022- 2023 IMPACT

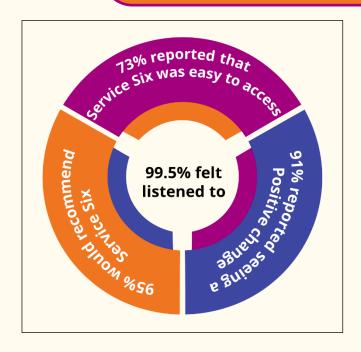




2022-2023 Increase in CYP Supported 55%

2022-2023 Increase in safeguarding concerns raised 226%

2022-2023 Increase in sessions Delivered 36%





Our Services in 2022-2023

Northamptonshire

Caring Connections – Improving mental health, education and employment outcomes for Children in Care and Care Leavers.

Emotional Wellbeing and Mental Health Support, Counselling and Therapy for Children and Young People living in East Northamptonshire and Wellingborough. (Including Adults in East Northamptonshire; includes a wide range of contracts)

Espresso Yourself Wellbeing Cafe – Weekly drop-in sessions in Wellingborough and Raunds for young people and their families who find themselves in an emotional crisis and require immediate support.

Happier Families – Family Support and Wellbeing Programme.

Happy Heads Under 11s Service – Supporting primary school aged children to build emotional resilience and develop a healthy mind so they can be happier and healthier.

Kidz & Youth on the Mews – Safe place for Children and Young People to make friends and have fun.

N-SASS – Northamptonshire Support After Suicide Service providing access to timely and appropriate support for people living anywhere in Northamptonshire of any age who are bereaved or affected by suicide.

OPAL – Therapeutic support for Young People who self-harm.

OUT THERE Wellingborough – Youth Group for Young People who identify as LGBTQ+.

Post Sexual Abuse Pathway (PSAP) - Therapeutic services for Children and Young People who are survivors of sexual abuse/violence.

Rapid Response – Therapeutic support for Young People who visit A&E with self-harm issues or who have been identified as requiring immediate emotional support.

SHAPE – <u>Self-Harm Awareness and Prevention Enterprise</u>, providing education, awareness and support about self-harm in East Northamptonshire & Daventry.

TARGET – <u>Targeting And Reducing Grooming, Exploitation and Trading of Children and Young People Online (sexual and criminal exploitation and abuse)</u>

Youth Court Solutions – 'At Court' Problem Solving Service based at the Wellingborough Youth Justice Centre.

Teen Clinic – Teen Clinic Daventry provides a neutral space where young people aged 11-18 who live in Daventry, and/or access secondary education in Daventry, can access health services and resources regarding general physical and mental wellbeing, sexual health and contraception. They will be able to obtain advice, support and signposting in the management of their current difficulties.



Leicestershire



Post Sexual Abuse Pathway (PSAP) - Therapeutic services for Children and Young People who are survivors of sexual abuse/violence

TARGET –<u>T</u>argeting <u>And Reducing Grooming, <u>Exploitation and Trading of Children and Young People Online (sexual and criminal exploitation and abuse)</u></u>

SAPPHIRE - Emotional wellbeing support to improve mental health and education outcomes for Children in Care

EMERALD - Emotional wellbeing and mental health support to increase resilience and reduce anxiety

Lincolnshire



Post Sexual Abuse Pathway (PSAP) - Therapeutic services for Children and Young People who are survivors of sexual abuse/violence

Milton Keynes



Rapid Response – A&E Crisis Prevention and Discharge Support

Spectrum – Weekly Youth Group for young people with Special Educational Needs (SEN)

Stepping Stones – support provision for young people transitioning from Mental Health Inpatient Services to Community Integration

Youth Starz – Emotional wellbeing and mental health support for Children and Young People to develop confidence, resilience and transferrable life skills

Many of our projects and services are delivered in partnership and collaboration with other amazing organisations; the REACH Collaboration, Northamptonshire Youth Offending Service, SARCs, Stand Out Northamptonshire, the Crysalys Foundation, Voice Northamptonshire, Volunteering Matters, Northamptonshire Domestic Abuse Service (NDAS), Northamptonshire Youth Offending Service, Northamptonshire Health Foundation Trust and Learning Without Limits Academy amongst many others.

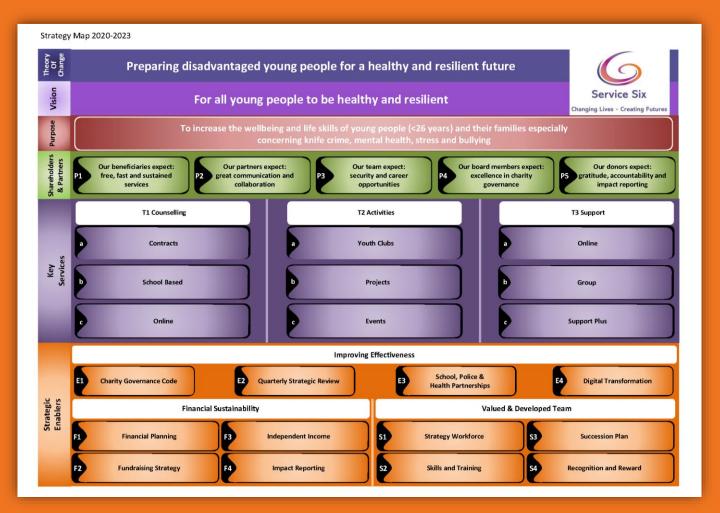




"I just wanted to say thank you for all the work you have kindly done with X over the last few weeks. I can honestly say that your sessions have had such a positive impact on X. She is more chatty, happy and almost back to her old self. I've had family members comment on how more at ease she seems around people."

Counselling Client

STRATEGY & PRIORITIES STRATEGY MAP



PRIORITIES BEYOND 2023



"I really enjoy coming to Service Six. It has provided for me a safe place to come, however often I choose, with tasks which provide a sense of achievement and are always fun. The workers are always chatty, kind and willing to listen too. After an in-patient admission Service Six provides a sense of normality. It is always the highlight of my week and I always look forward to it."

AM aged 16













Play Therapy Case Study

I would like to introduce Fred, aged 8.

Fred is a pseudonym and is a composite of a number of children and young people I have had the privilege to work with. I have done this to maintain client confidentiality to protect their identity and their individual stories.

Fred was subjected to parental substance misuse, emotional and physical abuse, neglect, and domestic violence. He experienced a handful of displacements residing in temporary foster care until he was placed into the care of his paternal grandparents, under a Special Guardianship Order (SGO). Fred is now settled in a loving and caring environment; however, historical residue remained, and it was evident that Fred needed the support to process and integrate the unintegrated parts of his earlier childhood experiences, as this was having an impact on his day-to-day life.

Fred was trying to – to the best of his ability – navigate through life the way he knew, which is not always easy when we have experienced trauma; whilst simultaneously not having the cognitive understanding to what is going on internally. For example,

"Why do I 'zone out' when things get difficult?"

"Why do I react aggressively when a peer does not want to play with me?"

Fred was referred to play therapy because of his aggressive outbursts (both physical and verbal) at home and at school, in addition to his insecurity and lack of self-worth.

In the beginning of Fred's play therapy journey, the set-up/offering was a sense of 'Do I/ Can I exist?' What this looks like in the therapeutic space is that the therapist literally does not exist – Fred offered no eye contact, no communication, no invitation to play. He kept his back to me and ignored me for the entire session.

During session 4, I observed a significant shift as Fred interacted and engaged me in his play for more than 50% of the session. Subsequently, the set-up changed, and I noticed his sense of being to shift to 'Is the world safe?' and 'Am I okay?' What this looks like in the therapeutic space is that during play there is often wars, incongruence, aggression, fighting etc. The sense of 'Am I okay?' often involves the therapist finding themselves in a position of being arrested for something that we did not realise we had done, for example stealing. We are often placed into a position of feeling inadequate, disempowered, helpless and the inability to get things right – feelings that are projected onto us via transference. This is when feelings or attitudes a person had about an experience are projected unconsciously onto the here-and-now.

These themes were repeatedly explored over the course of his sessions, alongside my observations of aggression be projected at me via animals biting, objects (soft) thrown, or my repeatedly being killed. This play narrative suggested that Fred was utilising me as an object to project feelings of anger and frustration towards birth parents and ultimately finding retribution.

To facilitate Fred in his process, I used a mixture of tracking, observational, and somatic statements in addition to teaching Fred modulation, breathing and movement to support self-regulation. In turn, this supports the expansion of Fred's capacity to deal with future perceived challenges (whatever they might be) so that he is able to stay regulated for longer without becoming easily emotionally flooded and dysregulated.

At around session 20, I observed another shift in Fred's presentation as his interaction with the need to physically release pent up anger and frustration decreased, and his ability to regulate increased via breath work, movement and taking himself off to chill on a beanbag, or to take 5 in the tent.

School and home began to report a decrease in Fred's outbursts both in length and intensity, and sometimes observed his ability to regulate before he got to being emotionally flooded, taking himself away; sometimes he was heard stating, "I just need to take a breath".

This enabled us to move on to and explore the trauma narrative helping Fred to make sense of, process, understand his aggression and integrate his experiences.

We concluded after 36 sessions. Fred was evidencing 'empowerment' and the play was relational, we were just being in the space, enjoying each other's company and playing board games.

Both school and home reported at the end that they had seen a decrease in his emotional outbursts, school sharing that he is less reactive during lunchtimes when playing with peers. Both also acknowledged that Fred's sense of self-worth has increased, and he is presenting more confident and secure in himself and his abilities.



WELLBEING DROP-IN SERVICES FOR 11-18 YEAR OLDS IN NORTHAMPTONSHIRE

If you find yourself needing support, we're here to listen and help in your time of need.

Book an appointment by calling the numbers provided or drop in during our opening times.

Espresso Yourself Café



Monday's & Friday's 4pm - 8pm

the lowdown, 3 Kingswell Street, Northampton, NN1 1PP - 01604 634385

Tuesday's 4pm - 8pm

Youth Works at Corby Mind, 18 Argyll St, Corby, NN17 1RU - 01536 518339

Tuesday's 3pm - 7pm

Service Six, Raunds Methodist Church, Brook Street, Raunds NN9 6LP -01933 277520

Wednesday's 4pm - 8pm

CHAT Youth Counselling, Souster Youth Building, 30 Market Road, Thrapston, NN14 4JU - 01832 274422

Wednesday's 4pm - 8pm

Time 2 Talk, Chantry House, 88 Watling Street, Towcester, Northants, NN12 6BT 07385 295008 - 01327 706706

Thursday's 4pm - 8pm

Youth Works, 97 Rockingham Rd, Kettering, NN16 9HX - 01536 518339

Saturday's 10am - 2pm

Service Six, 15 Sassoon Mews, Wellingborough NN8 3LT - 01933 277520

Saturday's 12pm - 4pm

Time 2 Talk, The Abbey, Market Square, Daventry, NN11 4XG - 01327 706706

Northamptonshire Healthcare
NHS Foundation Trust













SEND Case Study

I would like to introduce Alice, aged 10.

Please note: Alice is a pseudonym to protect client confidentiality.

Alice was removed from her family home due to neglect and was displaced 3 times before residing with her long-term foster placement. Alice has Autism Spectrum Condition (ASC) and is non-verbal. She was referred into play therapy because of her presenting behaviours including physical aggression towards caregivers.

My work with Alice focused on 2 things; 1) Building a therapeutic relationship based on the core conditions – empathy, trust, safety, and congruence and 2) Stage 1 of trauma work – the re-establishment of a sense of safety, stabilisation, and regulation.

I adapted the play therapy space to ensure that Alice was not overwhelmed with sensory data, whilst equally adapting the way I work and incorporating 'Follow Me' and 'Intensive Interaction' approaches. These approaches are used to facilitate children and young people with ASC and other developmental disabilities to develop the fundamentals of communication. This includes facial expressions, use and understanding of eye contact and vocalisations/ sounds to promote speech.

In the beginning, Alice was only able to remain in the room for approximately 10 minutes; however, this was gradually increased until she was comfortable to remain in the room for the full 40 minutes. This was further consolidated by her experience of me and the sessions as consistent and reliable, subsequently enhancing feelings of safety and security.

I observed Alice's engagement to fluctuate between periods of stimming/ self-soothing behaviours and engagement/interactions with objects and myself. She often loved engaging with a myriad of sensory mediums such as sand, bubbles, playdoh, and foam, in addition to engaging with the puppets – the hedgehog being her favourite. I also observed her engagement to be influenced on how she presented upon arrival; for example, Alice would sometimes present vocal and unsettled, she often hit or kicked items within the room and required that extra space from me to orient herself to the room, to me and to the toys.

As sessions progressed Alice was able to communicate if she did not want my interaction and this was often observed as pushing me away or turning her back on me. Other times Alice would arrive calm and settled which enabled us to experience more intensive interactions, taking it in turns to exchange communication non verbally. For example, whilst engaged with the sand tray, there was a silent dialogue that was repeated several times with some eye contact, as Alice instigated play that involved her inviting me to fill up a jug with sand, before she took it off me to pour over herself.

Furthermore, half way through her therapeutic journey I noticed a shift in Alice's presentation as she began to settle and regulate quicker. I observed Alice to sit on her bottom whilst engaged in play rather than crouch, suggesting that she felt safe in her surroundings and did not feel she needed to be in a position of flight. Also, I observed her engagement and attention in an activity to lengthen particularly her engagement with the sand, in addition to her becoming more curious about her surroundings and taking an interest in things that she had not paid any particular attention to in the beginning.

We concluded after 27 sessions. There was a noticeable improvement in her presentation as she was able to settle, regulate, engage, and interact (eye contact, facial expressions, hand/ body gestures sounds and vocalisations) with others and toys, as well as demonstrate a curiosity about her surroundings.

Caregivers reported a marked improvement in her behaviour and advised that she presents quieter, calmer, and settled in her presentation; she is less aggressive towards them, and school have reported Alice to be more curious about her surroundings. Caregivers are regularly receiving photo updates evidencing her engagement and participation in different activities.



Psychotherapy Case Study

Background:

E is 12 years old. She has been an inpatient in an eating disorder clinic. She has 2 psychiatrists based in CAMH's (out of county) who recommended creative therapy as she will not talk to professionals. They did not have a therapist available in county at that time. Mum commissioned Service Six to provide the therapy, NHS funded.

Family unit comprised of Mum, E who is the youngest child with 2 older sisters.

Mum and Dad are divorced. Dad lives with paternal Grandparents. Dad and Grandparents are very wealthy. They own a yacht and own holiday villas.

For CPTSD (Complex Post Traumatic Stress Disorder) a clinical case formulation is constructed which informs the hypothesis and treatment plan.

Case formulation – information gained from the initial clinical assessment.

Presenting Problem:

- Eating disorder.
- Regular episodes of psychosis.
- Emotional dysregulation.
- Regressive behaviours, emotional, physical, and behavioural. When I enquired with Mum as to assessing her regressive age, she suggested 9 years.
- Disassociation, E is unable to remember or it could be that she has shifted to her limbic brain and her hippocampus is offline due to her stress response so not recording the here and now.
- Separation anxiety can-not tolerate being separated by Mum.

Predisposing Factors - why E is inclined to behaviours:

- Family systems parental discord/separation/divorce; she lacks clarity or understanding as to why
- Dysfunctional relationship with paternal Grandparents, they are experienced as being unsafe and unreliable. May 2016, on holiday in Weymouth with Grandparents who became violent to sister and then E. She was locked in a room, all sisters had their phones removed but one sneaked out and used the landline to call Dad, he then became angry and told them off. Mum and girls evicted out of family home May 2017; Grandmother packed up the girls' bedrooms, their bedroom curtains were later seen by E hung in one of Grandparents rental properties. October 2019, E on holiday in Marbella with Dad, Grandparents, and other family members, she reported feeling anxious and uncomfortable, she did not eat until she moved to Mum's holiday home in the same village. For E, Grandparents are not safe. This is the start of disordered eating.
- Experiencing rejection from Dad after the divorce, there was no contact for 6 months, this was experienced as ambivalent loss. Through many incidents, he is experienced as unreliable, lacks consistency or predictability. Feb 2017, Mum was on holiday, all 3 girls were in the care of Dad, however he did not see E once in that week and left them with his parents. June 2020, Grandfather shouted at her due to her resistance eating her snack, Dad did not protect her. March 2020, E is crisis and needed medical care, Dad was too busy to accompany E and Mum to A&E this culminated in E being sectioned and in an eating disorder unit.

The dysfunctional relationships with Dad and Grandparents have created confusion and emotional disorder.

- Separation from Mum, her holidays and when Mum's brother died. Mum is her secure base.
- Precipitating factors what triggered the presenting problem:
- Dec 2019-Jan 2020 on holiday with Dad to Center parcs and his family. E reports two incidents happened. She will not share what happened, she speaks of 'something bad will happen' if she tells. CAMHs believe she was sexually assaulted.
- Feb 2020, blood tests for her eating disorder took 40 minutes, traumatic for E.
- Feb 2020, 3 sessions in counselling at CAMHs but she became volatile, so this ended.
- March 2020, in medical crisis and attended hospital.
- April 2020, admitted to the Phoenix Centre.
- June 2020, Mum reports witnessing E's first psychotic episode and attacking Mum.
- June 2020, E handcuffed by the police for assaulting Mum.
- Maternal Grandmother's ill health (late 2020) meant Mum was absent when she travelled to visit her.

Perpetuating Factors:

- Dad continues to be unreliable and lacks consistency. Example, not calling her on her birthday.
- Lacks equilibrium in her relationship with Paternal Grandparents.
- Unresolved interpersonal trauma.
- Diesel's (dog) illness and death.

Protective Factors:

- Mum
- Maternal Grandmother
- Was Diesel, will be the new puppy Barney
- Eating regime
- Sisters
- Friends

Working Hypothesis: This changes during therapy

Psychopathology is caused by E's attempt to maintain homeostasis (a dynamic process that can change internal conditions as required to survive external challenges).

Her childhood from age 9 has been experienced as stressed life events; parental conflict, divorce and Dad's absence has affected her emotionally and psychologically. Her relationship with Dad has created a sense of unpredictability. In a recent session she spoke of loving dad but then said that she does not believe he loves her.

E feels rejected, abandoned, and emotionally deprived due to her patterns of attachment with Dad (disorganised). She experiences a lack of empathy and acceptance from Dad. He has not protected her when she needed his protection.

E experiences Dad as a paradox, she loves him because he is Dad, but dislikes his behaviours. She is unable to process this. These life events can be considered as interpersonal trauma, parental separation and witnessing domestic abuse which is complex trauma. The incident at Center parcs has also been experienced as a trauma – for her even though there is no evidence of what happened.

Schema of self: 'I'm unlovable'.

Maladaptive thoughts: Dad does not love her, Maladaptive Feelings: Episodes of being emotionally dysregulated. Maladaptive behaviours: eating disorder.

Therapy Treatment Plan:

Practice – trauma informed. Her eating disorder will not be discussed in sessions unless she brings it into the room. I have been clear that I am not an eating disorder therapist.

Stage one

Build a trusting therapeutic relationship. She disengaged in previous therapy after 3 sessions. Respecting her nonverbal engagement, our contract is that we do not discuss her eating disorder.

Stage two

Play therapy/creative therapy.

Stage three – we did not get this far

Psychoeducation and self-regulation.

We have agreed to begin this on Monday 14th June. She wants to use sensory materials whilst we are exploring (age appropriate) neuroscience and her stress responses.

Stage four

Trauma narratives, starting at the beginning. As traumas become resolved, this may lead to Center parcs.

Stage five

Review, reconnection, and reintegration.

Therapy:

Initial 8 sessions were nonverbal though she will speak to Mum, typically in whispers. Mum is in the sessions with us, we work following dyadic principles as she will not be separated with Mum. All sessions focus on painting, clay, drawing and creative play.

Break through, session 9. I noticed in session 8 how if Mum put a felt tip back in the wrong place in the pack, she would correct this. At the end of session 9, Mum went to use the facilities before the long drive home. Typically, E would stand just outside the door waiting for her. I laughed and said how Mum had put the felt tips in the wrong place. E raised her eyebrows, came in the room, and moved them into their correct place. Mum returned, as they walked down the corridor, E looked back and said, 'it is my birthday next week'. The following week I asked if she had a good day, she freely shared how the day had gone, she said it upset her because Dad did not come to see her or call her, I validated her disappointment. She is now talking.

E is playing with foam, buttons, and stones. She was excited to see the play doh. As she plays, she is talking freely. Her voice regresses to a younger age. This has opened conversations relating to Dad, her sense of

feeling unloved. She has also played and talked about Diesel, her sense of loss and what happens when he dies.

The following session, she entered the room on her own whilst Mum used the facilities. She sat down and started talking about her excitement collecting Barney on Thursday but also the sadness of losing Diesel. When Mum joined us, she was then able to express the distress she has experienced since losing Diesel. She has now become emotionally literate.

The following session, she was drawing an activity 'the gardens', there are 5 different circles and she and Mum were encouraged to draw a garden for each person who was significant to them. At the end, I shared noticing that Dad was not a garden. She then scrunched up the paper and screamed. We played a game to re-regulate.



The following week, E disclosed child sexual abuse to a teacher, Dad being the alleged perpetrator. She ran away in a state of overwhelm. There was then police involvement, strategy meeting with all professionals. I was then unable to continue my work with her until she had made her video recorded interview. I recommended she return to the eating disorder unit until she has re-stabilised, there were no beds. Her mental health declined quickly, her medication reviewed and increased. She began being increasingly violent towards Mum which meant E was arrested on many occasions. SHE IS NOW 13! Once, this was overnight in the cells – to keep her safe.

6 months later, she was placed in care after hospitalisation of Mum on two occasions after being attacked by E.

Her first placement broke down very quickly. She was then placed in a specialist trauma home; she was displaced within a week.

It is difficult for a therapist to not know what happened next as I was no longer involved in her treatment.



Spectrum Youth Group was launched 1st July 2021 as it was identified that there wasn't anything in the local area specifically for SEN teenagers aged 11+ that focused on creating positive friendships.

The first session was attended by 10 young people and since its launch 20 unique young people have accessed the service.

91 sessions have been completed to date.

At each session there is a sensory table, art and craft and a games table.

Feedback from a young person

I think that service six has definitely flipped my perspective on the way I think of my identity/how I am. As an autistic girl I really struggled to accept my differences but having a safe space like this has made me want to be myself. Every time I get the chance to come to Youth Club I feel a lot better as I know that whatever I say won't be judged or taken the wrong way and after a stressful day at school this is brilliant.

During the summer they've done lots of summer sessions (Art club, Cooking club and Spectrum continued) and I think since coming to these clubs I've developed my confidence and an ability to voice my opinion. I've gained great relationships with all the staff and this has been so helpful to keep a routine!!

Parent Feedback

This club is wonderful for my son. It took me a while to convince him to attend at first but he was back then an anxious shy boy, COVID did not help either at that time.

My son loves this club and he is always cross with me if for whatever He loves it so much that he chose to attend spectrum over his favourite after school club which are run at the same time. So, spectrum has won against science and my son is science mad .

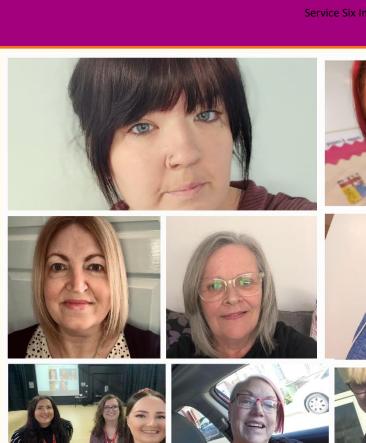
I think this club is also very well run. At no point has my son ever come home complaining that someone was misbehaving or not following the rules, which means it is very well managed and my son always has a smile on his face at the end of each session.

The ladies who run the club are all very lovely, they must have so much patience!!

My son seems to grow in confidence whilst he's at this club and I cannot recommend it enough to people who might benefit from it.

I have nothing but good things to say and I am very grateful for spectrum.















































I am a SENCO from a small Northamptonshire village school who has sought support from Service Six for several pupils now. For each of our referrals we have received support from Navdeep LaPlant.
What can I sav?

Nav arrives at our school like a breath of fresh air. Nav takes time to study the notes about each of our vulnerable pupils before she arrives. Nav speaks to parents to

hear their views before the individualised support begins with the child.

Nav has supported our pupils with a wide range of issues including:

- Low self esteem
- Coping with bereavement
- Anxiety
- Body Image
- Anger
- Feelings of depression
- Feeling 'different' (with no confirmed diagnosis/answers due to long NHS waiting lists)
- Unexpected separation from family members Nav has offered our most vulnerable pupils 1:1 time to talk about their problems and feelings. Nav has offered personalised and practical support and advice. Every child Nav has worked with has spoken positively about the sessions and we have seen positive impact.

We cannot thank Nav and Service Six enough for the emotional support they have provided for our pupils. With the current level of emotional need within our school, their service is invaluable. I wanted to give you some feedback on our visit from Kirsty at our school for a transition workshop.

The children gained so much from the session. Kirsty spent quality time discussing strategies that they children could take on board when starting their new schools.

The children gave some real quality answers to her questions and at the end I feel they all had people who they can go to for a positive experience.

Many thanks to you once again for being a great support to our children.







LGBTQ+

Looking back at the beginning of the LGBTQ+ OUT THERE Youth Group in Wellingborough from the early days of when we started back in June 2021 to where we are now, has been a privilege to be a part of such a journey.

It has been a privilege to watch the groups confidence grow week after week and their growth has been admirable.

We think of growth within the group, collectively and individually.

The group have empathy and understanding and always welcome new members.

The respect that they show each other is gratifying to see and the group are self-directed.

They are a vibrant, humorous, witty, smart and sharp group.

The confidence they have developed has allowed them to be able to take part in activities. They have been to Northampton Pride in 2022 and they had a great time and for some it was their first time at a public event. The group have openly spoke about attending Pride and other events out in the community.

A key part of group is the weekly check in which occurs at the beginning of the session in a nonjudgmental space. This gives young people a safe place to talk and be listened to. This enables the young people to discuss problems or issues that impact on the LGBTQ+ community and people their age. They advise and help each other which is really impactful to the individuals. The youth group leaders also take part within this, so the young people feel we are part of the group too.

We take the time to celebrate their achievements as well as discuss and advise on anything that has impacted them negatively over the week. We pride ourselves on creating a safe space where the young people feel comfortable sharing this information.

What an amazing group of young people they are. The word 'proud' is used in relation to being LGBTQ+. We at Service Six are so proud of all the young people who attend. We have been inspired by their strength, vibrancy and kindness. They are supportive of each other and have created a safe, lively, welcoming space where they meet each week.





TARGET Conference 2023 On the 31st March, Service Six delivered TARGET's 6th annual conference, titled 'Exposed: Walking the Tightrope of Relational Consent'. TARGET is an amazing project designed to protect young people from the dangers of online grooming, exploitation and abuse. The TARGET team deliver workshops to schools across Northamptonshire and Lincolnshire, providing information to youngsters and enabling them to make safe choices when engaging online. In addition, this service provides one to one support for individuals who have become victims of online sexual abuse or grooming. The conference opened with a prestation from the TARGET team about the impact of the digital world on our understanding of consent and what makes a healthy relationship. This included topics such as pornography, influencers and social media. There was a video called 'Falling down the social media rabbit hole' which looked at TikTok algorithms and their impact. If you were unable to attend and would be interested, this video can now be found on YouTube. Next, we heard from our TARGET Champions. A big thank you to all of the representatives from Northampton School for Girls who came along and spoke to our delegates, along with Tineka Edwards who runs the project at this school. They did a great job and we appreciate their continued support. There was also a video from the TARGET champions in Brambleside Primary School and Catherine Junior School. All of the young people involved demonstrated fantastic enthusiasm for their role. It was an absolute pleasure to welcome our patron, Nazir Afzal OBE, pictured here back at our third annual TARGET conference in 2020. As always, he gave an inspiring, funny and impactful speech about his experiences, beliefs and the work that he does. We are very grateful to Nazir for his continued support and that he was able to attend in person this year. After a short break, Matt Brookes from Childline gave a presentation on the charity's processes and their new Full Story campaign. This campaign aims to increase awareness around child sexual exploitation and Matt encouraged everyone to get involve. So, if you are looking for a volunteering opportunity, please visit the Childline website at www.childline.org.uk. After lunch were heard from Lawrence Jordan from Marie Collins Foundation. Lawrence gave an interesting presentation on Technology-Assisted Child Sexual Abuse. This was followed by Northamptonshire RISE (Reducing Incidents of Sexual Exploitation), who talked about the important work they do across the county. A huge thank you to all of the amazing speakers, who took the time to share their knowledge and expertise. Thank you also to everyone who attended and continue to support the work of our charity.



Our Team in 2022-2023

Management Team

Claudia Slabon - Chief Executive

Emma Campion - Operations Manager

Freyja Montali-Gammon – TARGET Lead Co-ordinator

Giuseppe (Pep) Finn-Scinaldi – Team Supervisor

Katie Byrne - Milton Keynes Service Manager

Yvette Lambe - Therapy Service Manage

Business Support & Finance Team

Karen Green - Finance Officer

Leanne Dunkley - Business Support

Tanya Costantino – Business Support and Development

Manager

Tina Botterill - Business Support

Sue Chapman – Business Support (until October 2022)

Youth Specialist Team

Amanda (AJ) Jackson

Calum Finn-Scinaldi

Billie Calland

Olivia Fitzsimons

Claire Fairey

Clare Cundy

Gemma Muscutt

Kerry Smith

Kim Jeffs (sessional)

Anna Letts (sessional)

Kirsty Barber

Leanne Robb

Lyndsay Carson

Navdeep La Plant

Lucy Price (until September 2022)

Sonia (Kimmy) Stuart

Christine Thomas

Tony Butcher

Support After Suicide Liaison Worker

John McMann

Sami Marshall

Therapist Team

Abbie Jobin

Alexandra Bosnic

Alison Pavitt

Amy Skelton

Alice Batten

Beth Waters

Deena Singh

Emma Moore

Esther Allday

Felicity Botterill

Freyja Montali-Gammon

Jane Wildbore

Joanna Gilbert

Joanne Vickers

Julie Lee

Kim Orlandini

Mike Santoro

Natasha Saddington

Ophelia Woods

Rebecca Bradley

Sarah Gage

Sarah Irvine

Sophie Marsh

Victoria Gess

Yvette Lambe

Student Counsellors

Kushika Popat

Laura Harrison

Tracey Easton

Sarah Musselwhite

Susan Cuffy-Smith

Child Independent Sexual Violence Advisor

Lyn Brain (Serenity Secondment)



WE ARE SAYING THANK YOU TO OUR FUNDERS & SUPPORTERS

Thank you to everyone who helped us to pave the way to doubling the size and lasting impact of Service Six. Truthfully, we could not do this without you. On behalf of the Service Six Board of Trustees, the Service Six team and of course the children and young people we serve, a sincere thank you for being so generous and believing in the work we do.

Amazon Smile

Andrea Wood

ASDA Foundation

BBC Children In Need

Bedfordshire, Luton and Milton Keynes Clinical

Commissioning Group

Beyond Theory

Billie Calland

Claire Wright

Collingwood Lighting

Crown Forfeiture

Danetre And Southbrook Learning Village E-ACT

David Laing Foundation

East Northamptonshire Council

Easy Fundraising

Faraway Childrens Charity

Gateway HR

Great Doddington WI

Healthy Young Daventry

High Sheriff of Northamptonshire

Jenny Ludlow

Juliet Smith

Kidscape

Kingsthorpe College

Lancaster Academy

Learning Without Limits Academy Trust

Maud Elkington Charitable Trust

Masonic Lodge Buckinghamshire

Morrison's Foundation & Community Champion

Moulton School

National Community Lottery Fund

Nazir Afzal OBE (Patron)

NHS England

North Northamptonshire Council

Northamptonshire Centre for Counselling Studies

Northamptonshire Childrens Trust

Northamptonshire Clinical Commissioning Group

Northamptonshire Community Foundation

Northamptonshire Domestic Abuse Services

Northamptonshire Health Foundation Trust

Northamptonshire Public Health

Northamptonshire 50+

Nottingham University Hospital Trust

PayPal Giving Fund

People's Postcode Lottery

Places for People

Prospectus

Raunds Town Council

REACH Collaboration

Rushden Academy

Sainsbury's

Serenity

Simpson & Weekley

Soil Association

Southfield School for Girls

South Wigston High School

Stand Out Northamptonshire

The Crysalys Foundation

The Duston School

The Mallows Company

The Parker Academy E-ACT

TK Maxx & Homesense

VCSE Health & Wellbeing Fund

VOICE Northants

Weston Favel Academy

.... and a huge gratitude to all our individual Donors,
Sponsors, Supporters and
Community Partners for working with us to make a difference Children and Young People's Lives.

We could not have done it without you ©

COMMUNITY FUNDRAISING





A huge thank you to Gateway HR for inviting us to their annual conference last Friday.

At the end of the conference the Gateway HR team held a raffle in aid of Service Six, which raised £450 for our charity. All the money raised will benefit the free services we provide for children and young people. 92% of all the funds we raise is spent on the direct delivery of our support services.

Thank you to everyone who supported the raffle and bought tickets, and a big thank you and shout out to everyone that donated:

- Gateway HR
- Kettering Park Hotel
- Dr Martens
- Stephen from the Dukes Arm in Burton Latimer
- Chloe from Scott Bader
- Stewart from ALD Automotive
- Charlotte from Collingwood Lighting
- Tina from the Burton Latimer Band Club
- And our supporters, friends and colleagues:
 Chrystelle, Rebecca, Gaynor, Tanya, Suzanne, Glenn, Carole and her friend and Our Milton Keynes team

We really appreciate the support we have received from our Gateway HR family and everyone else and look forward to continue working with you all ©

Legal Information



Registered Charity Number: 1132490

Registered Company Number: 6740611

Address: 15 Sassoon Mews, Wellingborough, Northamptonshire, NN8 3LT

Website: www.servicesix.co.uk

Also available on Facebook, Instagram and LinkedIn

Board of Trustees

Carole Fitzsimons Chair Person

Chris Bailey

Matt Coleman

Andrea Wood

Tonya Kingham

Karen Blackett (until August 2023)

Sydney Francesca Shaw (until March 2023)

Chris Hill

Jemma Keegan

Patron

Nazir Afzal OBE

Chief Executive

Claudia Slabon (until June 2023)

Emma Campion

Young Volunteers

Calum Finn-Scinaldi

Auditors

DNG Dove Naish LLP Chartered Accountants & Statutory Auditor Eagle House, 28 Billing Road, Northampton, Northamptonshire,

NN1 5AJ

Bankers

NatWest Bank PLC, 40 Market Street, Wellingborough, Northamptonshire, NN8 1AD

Solicitors

Tollers Solicitors, 2 Castilian Street, Northampton, Northamptonshire, NN1 1JX

Trustee's Report

The Trustees are pleased to present their report and the financial statements for the year ended 31st March 2023, which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

Objectives and Activities

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

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

Future Aims

The future aims of Service Six are to continue consulting with and listening to the needs of Children and young people, continue with existing partnerships and develop new alliances and to continue with delivering support to children and young people.

Structure, Governance and Management

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

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

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

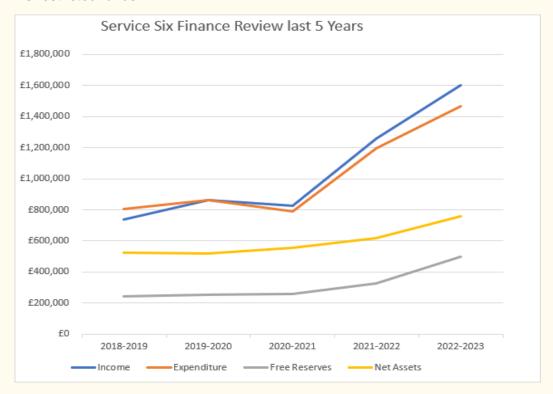
Related Parties - Related party transactions are detailed in note 18. The company does not have any related parties in respect of larger umbrella, affiliated or associated companies or organisations. Service Six is a member of: the British Association of Counselling & Psychotherapy, Youth Access, National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

Risk Management - The Trustees of Service Six undertake regular risk assessment processes in consultation with the Chief Executive. The main risk highlighted within 2022 -2023 were the continuing challenges of the increased need for support, which could have had a significant impact on income and service delivery. The charity's commitment and actions towards making a positive difference alongside our robust reserve policy and extensive risk assessments ensured that the risk has been mitigated, investing sufficient resources in to provding a hybrid service delivery model to continue performing essential services to meet the needs of our beneficaries whilst maintaining all personnel with the skills to manage administrative and income generating activities.

In line with the fund-raising standards, Service Six can confirm the that the charity has not carried out significant fundraising.

Financial Review

During the year total income increased to £1,604,238 a 28% increase on 2022, resulting in a surplus in the year of £139,235. Total funds carried forward at the balance sheet date are £759,842 of which £110,947 is restricted funds.



Reserve's Policy - At 31st March 2023 the free reserves balance stood at £646,096 where free reserves are calculated as general unrestricted fund, less illiquid fixed assets.

It is the charity's policy to hold reserves equivalent to six month's running costs, which in the current financial year totalled £428,000 excluding depreciation (non-cash), subcontractors and sessional costs, which are specifically funded by income received in the year. This is the equivalent of 7 months running costs. Income and expenditure levels as well as free reserves are regularly and closely monitored as part of the charity's budgetary processes and the Trustees will work to bring the amount held in line with the policy given the current and future levels of activity that the charity is anticipating.

£150,000 are designated for redundancy provision (£90,000) and the charity's obligation for ethical completion of therapeutic provision (£60,000) and therefore not available for the general purposes of the charity at the end of the reporting period. Redundancy payments are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that

expenditure, and the obligation can be measured reliably. Redundancy is accounted for on an accrual's basis. The amount identified for the charity's therapeutic service obligations is an estimate of the outlay required to complete any therapeutic service obligations should the charity cease to operate.

After accounting for these designated funds, the general fund stands at £498,895.

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

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

Significant Events – During the financial year the charity has not experienced any significant events that effected the charity financially. An organisational Risk Register is maintained and reviewed bimonthly by the Finance Committee. Risk factors for future financial performance is loss of funding.

Responsibilities of the Trustees

The Trustees, who are also directors of the charity for the purpose of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31st March 2023.

The Trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

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

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

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

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that

the financial statements comply with the Companies Act 2006, the Charities Act 2011 and the Charity (Accounts and Reports) Regulations 2008.

They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Statement of Disclosure to Auditors

In so far, the Trustees are aware:

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

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

Signed by order of the Trustees

Carole Fitzsimons – Chairperson

22.09.2023

REPORT OF THE INDEPENDENT AUDITORS TO THE TRUSTEES OF SERVICE SIX

Opinion

We have audited the financial statements of Service Six (the 'charitable company') for the year ended 31 March 2023 which comprise the Statement of Financial Activities, the Statement of Financial Position, the Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

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

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

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

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

Responsibilities of trustees

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

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to

going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

We have been appointed as auditors under Section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

We obtained an understanding of the legal and regulatory frameworks within which the charity operates, focusing on those laws and regulations that have a direct effect on the determination of material amounts and disclosures in the financial statements. The laws and regulations we considered in this context were the Charities Act 2011, United Kingdom Generally Accepted Accounting Practice and relevant Taxation legislation.

We identified the greatest risk of material impact on the financial statements from irregularities, including fraud, to be the override of controls by management, assessment of the ability to continue as a going concern and the understatement of revenue. Our audit procedures to respond to these risks included enquiries of management about their own identification and assessment of the risks of irregularities, sample testing on the posting of journals, reviewing meeting minutes, regulatory correspondence and professional fees, review of budgets and post year end financial statements, detailed substantive testing on the completeness of income, and reviewing accounting estimates for biases. We will also review the regulatory correspondence with the Charity Commission.

Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. We are not responsible for preventing non-compliance and cannot be expected to detect non-compliance with all laws and regulations.

These inherent limitations are particularly significant in the case of misstatement resulting from fraud as this may involve sophisticated schemes designed to avoid detection, including deliberate failure to record transactions, collusion or the provision of intentional misrepresentations.

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

Use of our report

This report is made solely to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's trustees those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

DNG Dove Naish LLP

DNG Dove Naish LLP, Statutory Auditor

Eligible to act as an auditor in terms of Section 1212 of the Companies Act 2006

Eagle House

28 Billing Road

Northampton

NN1 5AJ

Date: 3 October 2023



SERVICE SIX
FOR THE YEAR ENDED 31 MARCH 2023
STATEMENT OF FINANCIAL ACTIVITIES
(Incorporating an income and expenditure account)

Note	Unrestricted Funds	Restricted Funds	Total 2023	Total 2022
	£	£	£	£
1	20,283	-	20,283	44,193
2	7,533	-	7,533	2,987
3	1,344,659	231,763	1,576,422	1,208,899
-	1,372,475	231,763	1,604,238	1,256,079
-				
4	1,227,651	237,352	1,465,003	1,194,382
- -	1,227,651	237,352	1,465,003	1,194,382
	144,824	(5,589)	139,235	61,697
-	504,071	116,536	620,607	558,910
_	648,895	110,947	759,842	620,607
	3	Funds £ 1 20,283 7,533 3 1,344,659 1,372,475 4 1,227,651 1,44,824 504,071	Funds £ £ 1 20,283 - 7,533 - 3 1,344,659 231,763 1,372,475 231,763 4 1,227,651 237,352 1,44,824 (5,589) 504,071 116,536	Funds £ £ £ 1 20,283 - 20,283 2 7,533 - 7,533 3 1,344,659 231,763 1,576,422 1,372,475 231,763 1,604,238 4 1,227,651 237,352 1,465,003 1,227,651 237,352 1,465,003 144,824 (5,589) 139,235 504,071 116,536 620,607

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

There were no discontinued operations. The notes on the following pages form part of these financial statements.

SERVICE SIX STATEMENT OF FINANCIAL POSITION AS AT 31 MARCH 2023

Registered Company Number 06740611 Registered Charity Number 1132490

	Note	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
Fixed Assets					
Office furniture	8	1	-	1	1
Computer equipment	8	872	-	872	1,302
Improvements to Leased Premises	8	1,926	-	1,926	2,874
Total Fixed Assets	_	2,799	-	2,799	4,177
Current Assets	•	000 440	0.740	000 455	00.400
Debtors and prepayments	9	203,442	2,713	206,155	39,462
Cash at bank and in hand		932,728	244,898	1,177,626	1,350,230
	_	1,136,170	247,611	1,383,781	1,389,692
Creditors: Amounts falling due within one year	10	(490,074)	(136,66)	(626,738)	(773,262)
Net current assets	_	646,096	110,947	757,043	616,430
Total assets less current liabilities	_	648,895	110,947	759,842	620,607
Funds					
Unrestricted funds:	12				
Designated funds				150,000	180,000
General unrestricted funds				498,895	324,071
Restricted funds	11			110,947	116,536
				759,842	620,607

SERVICE SIX STATEMENT OF FINANCIAL POSITION AS AT 31 MARCH 2023 (Continued)

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2023.

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

The trustees acknowledge their responsibilities for

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

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

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

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

Carole Fitzsimons (Chairperson)

Date: 22.09.2023

SERVICE SIX FOR THE YEAR ENDED 31 MARCH 2023

STATEMENT OF CASH FLOWS

	Note	Total 2023	Total 2022
		£	£
Cash (used in)/generated by operating activities	13	(180,137)	596,467
Cash flows from investing activities			
Interest income		7,533	2,987
Purchase of tangible fixed assets		_	(4,290)
Cash provided by/ (used in) investing activities		7,533	(1,303)
Increase/(Decrease) in cash and cash equivalents in the year		(172,604)	595,164
Cash and cash equivalents at the beginning of the year		1,350,230	755,066
Total cash and cash equivalents at the end of the year	14	1,177,626	1,350,230

SERVICE SIX FOR THE YEAR ENDED 31 MARCH 2023 ACCOUNTING POLICIES

Basis of preparing the financial statements

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

Service Six is an incorporated charity, registered in England and Wales. The charity's number and registered office address can be found on the Company Information page. The presentation currency of the financial statements in the Pound Sterling (£).

Company status

The charity is a company limited by guarantee. The members of the company are the trustees named on page 31. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £10 per member of the charity.

Fund accounting

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

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

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

Investment income and gains are allocated to the appropriate fund.

Incoming resources

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

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

Government grant income has been included and recognised within the SOFA as it is received and due to the charity

Resources expended

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

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

SERVICE SIX FOR THE YEAR ENDED 31 MARCH 2023 ACCOUNTING POLICIES (continued)

Tangible fixed assets and depreciation

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

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

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

Pension costs

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

Financial instruments

Cash and cash equivalents in the balance sheet comprise cash at banks and in hand and short-term deposits with an original maturity date of three months or less. Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in the statement of comprehensive income under administrative expenses.

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

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

Significant judgements and estimates

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

Taxation

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

Going Concern

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

1. Income from Donations and Legacies

	2023	2022
	£	£
Grants	-	21,000
Gifts	20, 283	13, 193
Total Donations and Legacies	20, 283	44, 193

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

2. Investment Income

All of the charity's investment income of £7,533 (2022 - £2,987) arises from money held in interest bearing deposit accounts.

3. Income from Charitable Activities

All income is derived from contractual services.

	2023	2022
Unrestricted funds	£	£
NHFT PSAP	183,000	171,000
NHS – Northamptonshire ICS	163,223	113,247
VOICE - Child ISVA	31,775	31,775
Commissioned Services	55,245	73,842
NHS - Lincolnshire	37,979	35,366
North Northamptonshire Council	20,000	20,000
Happy Heads U11	84,500	32,500
Places4People	9,000	2,200
NHS – Milton Keynes ICB	58,416	107,916
NCFT	-	5,580
Stand Out Northamptonshire	12,000	17,295

MHSDS	-	720
Crysalys	5,320	-
Wellingborough Borough Council	-	12,500
VSCE	40,099	32,525
Kidscape	6,660	-
North Northamptonshire Council	15,000	-
REACH Collaboration Service Six Lead	449,565	224,500
REACH Collaboration	94,935	42,825
Raunds Town Council	-	4,944
Faraway Childrens Charity	1,300	1,000
NCC – Sports Satellite	-	733
NDAS	17,517	2,425
Mentoring Project	19,458	15,117
Schools Counselling and Supervision	39,667	20,702
	1,344,659	968,712
	2023	2022
Restricted Funds	£	£
Big Lottery Fund - TARGET	114,911	112,487
Big Lottery Fund – Milton Keynes	84,119	104,525
Children In Need – OPAL project	32,733	23,175
	231,763	240,187
Total Income from Charitable Activities	1,576,422	1,208,899
	-	

4 Resources Expended

·	Unrestricted Funds	Restricted Funds	Total 2023	Total 2022
Charitable activities	£	£	£	£
Staff wages	293,089	166,164	459,253	354,670
Employer costs	13,380	19,232	32,612	23,374
Pension costs	16,661	9,905	26,566	19,412
Sessional staff	333,349	516	333,865	234,235
Rent	5,886	372	6,258	4,417
Subcontractors	273,693	-	273,693	265,238
Service resources	1,208	1,143	2,351	874
Support staff travel expenses	11,051	7,694	18,745	14,477
Sessional staff travel expenses	1,626	-	1,626	2,334
Young people's expenses				
activities	2,650	1,774	4,424	3,703
rent	958	2,984	3,942	188
expenses other	14,817	329	15,146	128
refreshments	1,221	412	1,633	417
Events	2,588	376	2,964	3,761
Mobile phone expenses	2,764	2,262	5,026	10,681
Subscriptions	5,801	5,601	11,402	9,688
Legal and professional fees	1,085	313	1,398	1,298
Training and supervision	48,275	2,246	50,521	37,623
Publicity and marketing	5,107	1,947	7,054	2,471
Sundry expenses	2,748	619	3,367	2,090
	1,037,957	223,889	1,261,846	991,079

4 Resources Expended (continued)

(continued)	Unrestricted Funds	Restricted Funds	Total 2023	Total 2022
Support costs allocated Charitable activities	£	£	£	£
Heat, Light & Water Rates	3,065	1,281	4,346	5,067
Repairs and Maintenance	5,396	136	5,532	10,353
Staff Wages	112,635	-	112,635	106,451
Employer Costs	12,404	-	12,404	10,330
Pension Costs	6,579	-	6,579	6,387
Staff Recruitment Costs	3,972	-	3,972	774
Staff Travel Expenses	1,362	-	1,362	870
Telephone and Internet	764	1,217	1,981	3,860
Insurance	4,459	-	4,459	5,396
Postage and Stationery	1,561	2,527	4,088	2,918
Capital Expenditure	8,077	-	8,077	12,166
Computer Running Costs	7,916	6,605	14,521	14,779
Sundry Expenses	1,610	238	1,848	608
Legal and Professional Fees (Including Governance)	17,717	1,459	19,176	20,151
Lease Costs	-	-	-	560
Depreciation	1,378	-	1,378	2,058
Bank Charges	799	-	799	575
	189,694	13,463	203,157	203,303
Total Expenditure on Charitable Activities	1,227,651	237,352	1,465,003	1,194,382

5 Governance Costs

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

	2023	2022
	£	£
Auditor's remuneration for audit work	4,366	4,224
	4,366	4,224
6 Staff Costs and Trustees' Remuneration	2022	2022
	2023	2022
	£	£
Wages and salaries	571,888	461,121
Social security costs	45,016	33,704
Pension costs	33,145	25,799
	650,049	520,624

The average monthly number of employees was 25 (2022 - 22).

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

The key management personnel of the charity comprise the Trustees and the Chief Executive Officer. The total employment benefits of the key management personnel of the charity were £65,600 (2022 - £60,305)

No trustees received any remuneration or expenses in the year. (2022 - nil)

7 Comparative statement of financial activities

	Unrestricted funds £	Restricted funds	Total 2022 £
Income and endowments from	~	~	~
Donations and legacies	44,193	-	44,193
Income from investments	2,987	-	2,987
Incoming resources from charitable activities			
Income from charitable activities	968,712	240,187	1,208,899
Total income and endowments	1,015,892	240,187	1,256,079
Expenditure on			
Charitable activities	950,076	244,306	1,194,382
Total expenditure on charitable activities	950,076	244,306	1,194,382
Net income for the year	65,816	(4,119)	61,697
Balances brought forward at 1 April 2021	438,255	120,655	558,910
Balances carried forward at 31 March 2022	504,071	116,536	620,607

8 Fixed Assets

,	LIXER W22E12				
		Office Furniture	Computer Equipment	Improvements to Leased Premises	Total
	Cost	£	£	£	£
	At 1 April 2022	5,977	64,274	4,290	74,541
	Additions	-	-	-	-
	At 31 March 2023	5,977	64,274	4,290	74,541
	Depreciation				
	At 1 April 2022	5,976	62,972	1,416	70,364
	Charge for year	-	430	948	1,378
	At 31 March 2023	5,976	63,402	2,364	70,364
	Net Book Value at 31 March 2023	1	872	1,926	2,799
	Net Book Value at 31 March 2022	1	1,302	2,874	4,177

9	Debtors	2023	3	2022		
		£	£	£	£	
		Unrestricted	Restricted	Unrestricted	Restricted	
Р	Trade Debtors Prepayments and accrued income	181,030 22,412	- 2,713	25,721 11,128	- 2,613	
	-	203,442	2,713	36,849	2,613	

10	Creditors: amounts due less than one year	2023		2022		
		£	£ £		£	
		Unrestricted	Restricted	Unrestricted	Restricted	
	Trade creditors	07.450	000	44.000		
	Trade creditors	67,158	266	41,989	-	
	PAYE and NIC	12,098	-	10,414	-	
	Accruals	33,829	3,600	24,979	10,605	
	Deferred income	376,989	132,798	617,408	67,867	
		490,074	136,664	694,790	78,472	

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

Movement in deferred income:	£	£
	Unrestricted	Restricted
Balance as at 1 April 2022	617,408	67,867
Released to SOFA in year	(478,142)	(2,695)
Amount deferred during year	237,723	62,236
Balance as at 31 March 2023	376,989	132,798

11 Restricted funds

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

Movement in restricted funds 2023

	At 1 April 2022	Incoming resources	Expenditure	At 31 March 2023
	£	£	£	£
Big Lottery Fund Milton Keynes Youth Starz	45,052	84,119	84,691	44,480
Big Lottery Fund TARGET	57,326	114,911	116,542	55,695
Children in Need OPAL Project	14,158	32,733	36,119	10,772
	116,536	231,763	237,352	110,947

	Movemen			
	At 1 April Incoming Expen 2021		Expenditure	At 31 March 2022
	£	£	£	£
Big Lottery Fund Milton Keynes Youth Starz	48,113	104,525	107,586	45,052
Big Lottery Fund TARGET	57,373	112,487	112,534	57,326
ESIF WRAP Goodwill Solutions	1,171	-	1,171	-
Children in Need OPAL Project	11,698	23,175	20,715	14,158
BBC Children in Need Booklet	2,300	-	2,330	-
	120,655	240,187	244,306	116,536

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

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

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

12 Unrestricted funds

	Movement in Unrestricted Funds 2023				
	At 1 April 2022	Incoming resources	Resources expended	Transfers	At 31 March 2023
	£	£	£	£	£
General Fund	324,071	1,372,475	1,227,651	30,000	498,895
Therapeutic Service Obligations	60,000	-	-	-	60,000
Redundancy Provision	90,000	-	-	-	90,000
Support For Ukrainian Customers	30,000	-	-	(30,000)	-
	504,071	1,372,475	1,227,651	-	648,895

The therapeutic service obligations and redundancy provision funds are explained in the Reserves Policy in the Trustee report

The support for Ukranian customers was set aside to supplement a needs-led offering.

	Movement in Unrestricted Funds 2022				
	At 1	Incoming	Resources	Transfers	At 31
	April 2021	resources	expended		March 2022
	£	£	£	£	£
General Fund	256,355	1,015,892	918,176	(30,000)	324,071
Therapeutic Service Obligations	60,000	-	-	-	60,000
Redundancy Provision	90,000	-	-	-	90,000
Donation core costs	25,000	-	25,000	-	-
Building refurbishment	4,000	-	4,000	-	-
COVID response MK	2,000	-	2,000	-	-
Support For Ukrainian Customers	-	-	-	30,000	30,000
	438,255	1,015,892	950,076	-	504,071

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

	2023	2022
	£	£
Net movement in funds	139,235	61,697
Add back depreciation charge	1,378	2,058
Deduct interest income shown in investing activities	(7,533)	(2,987)
Decrease/(increase) in debtors	(166,693)	165,616
(Decrease)/Increase in creditors	(146,524)	370,083
Net cash generated from operating activities	(180,137)	596,467

14 Analysis of cash and cash equivalents

	2023	2022
	£	£
Cash at bank and in hand:	647,103	822,346
Notice deposits (less than 3 months)	530,523	527,884
Total cash and cash equivalents	1,177,626	1,350,230

15 Called up share capital

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

16 Contingent liabilities and capital commitments

The company had no contingent liabilities or capital commitments at 31 March 2023 or 31 March 2022.

17 Leasing Commitments

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

	Land and Buildings		
	2023	2022	
	£	£	
Within 1 year	5,000	5,000	
In 2-5 years	1,250	6,250	
Over 5 years			
	6,250	11,250	

18 Related Parties

There were no transactions during the year with related parties. (2022: nil)

































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