

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

**“OFF THE RECORD” YOUTH COUNSELLING CROYDON**

**(A Company Limited by Guarantee)**

**ANNUAL REPORT AND FINANCIAL STATEMENTS**

**YEAR ENDED 31 MARCH 2014**

**Charity Registration Number 1051144**

**Registered Company Number 2987817**

**WILKINS KENNEDY LLP**  
**Chartered Accountants**  
**Greytown House**  
**221/227 High Street**  
**Orpington**  
**Kent BR6 0NZ**

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**REFERENCE AND ADMINISTRATIVE DETAILS**

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**Management Committee**

John Denham – Chair  
Alexander Ngoma – Treasurer  
Lorna White  
Liz Stopani  
Rajesh Bhayani  
Arlene Clapham  
Kafui Tay – appointed 26/04/2014

**Chief Executive**

Karen Stott

**Principal Address**

72 Queens Road  
Croydon  
Surrey  
CR0 2PR

**Statutory Auditor**

Wilkins Kennedy LLP  
Greytown House  
221/227 High Street  
Orpington  
Kent BR6 0NZ

**Bankers**

Cooperative Bank PLC  
Croydon  
Surrey  
CR9 3QT

Santander UK plc  
BBAM  
Bridle Road  
Bootle  
Merseyside  
GIR 0AA

Virgin Money plc  
Jubilee House  
Gosforth  
Newcastle upon Tyne  
NE3 4PL

**OFF THE RECORD YOUTH COUNSELLING CROYDON  
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**REPORT OF THE MANAGEMENT COMMITTEE**

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The Management Committee have pleasure in presenting their Annual Report and Financial Statements for the year ended 31 March 2014.

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

**STRUCTURE, GOVERNANCE AND MANAGEMENT**

**Structure**

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

Off the Record’s Mission Statement states that the agency provides a broad range of high quality, safe, accessible, fast and effective (SAFE) support services for children and young people. We also identify, represent and raise awareness of the needs of young people both within Croydon and at a national level.

**Governance and Management**

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

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

The Management Committee who served during the year were as follows:

John Denham  
Alexander Ngoma  
Lorna White  
Liz Stopani  
Rajesh Bhayani  
Arlene Clapham (appointed 28/09/2013)

**Induction and Training of Management Committee**

The charity recruits new Management Committee members through local and national adverts and interviews potential members with reference to a job description and person specification. If selected from interview, Management Committee members are offered an induction process including an induction pack and the opportunity to observe a Management Committee meeting.

**Organisational Structure and Decision Making**

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

The Management Committee continue to make decisions relating to the overall strategic direction of the charity and ensure that the organisation is working in accordance with its aims and objectives and Memorandum and Articles of Association. The Management Committee delegate responsibility to senior staff for ensuring that service provision is carried out within the overall charity’s strategy; for overseeing the charity’s progress in meeting its objectives, and ensuring that the charity meets its legal and financial obligations including compliance with laws on race relations, equal opportunities, disability and health and safety in the way it employs and delivers services.

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**REPORT OF THE MANAGEMENT COMMITTEE continued**

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**STATEMENT ON PUBLIC BENEFIT**

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

**RISK MANAGEMENT**

The Management Committee actively review the major risks which the charity faces on a regular basis and believe that maintaining a sufficient level of reserves combined with an annual review over key financial systems, will provide sufficient resources in the event of adverse conditions. The Management Committee have also examined other major risks and established systems to mitigate those risks. The Management Committee monitor and review the risks regularly.

**OBJECTIVES, ACTIVITIES, ACHIEVEMENTS AND PERFORMANCE**

Through 2013/14 the charity continued to deliver its established core activities and services - Counselling services, Outreach Services (including Black Minority Ethnic (BME) Community Development service and Family Navigator Service), Compass Refugee Project and the Young Carer's Project. The staff in our direct services work together with central agency staff such as our administrators and senior managers and are supported by teams of committed volunteers. Thanks to new funding confirmed for 2013/14, the charity was able to extend its work to deliver new projects including SkyLine, an online counselling service (operational from April 2013); a mental health group work programme 'Workshops' (operational from August 2013) and 'Jump Start', a new counselling service in the London Borough of Sutton (operational from April 2013).

The charity continues to operate from the freehold property at 72 Queens Road, Croydon, which it purchased in 1995 by means of a central grant of £138,000 from the South Thames Regional Health Authority. The Croydon counselling service and central agency services are delivered from Queens Road. The BME Community Development Service and Compass Refugee Counselling service operate largely as outreach services. In September 2013, the Young Carers Project moved to the new Carers Support Centre in Central Croydon, a shared base with other Carers' services, whilst the new Sutton counselling service 'Jump Start' operates from two community venues in Sutton.

The Management Committee have considered the Charity Commission's guidance on public benefit and our main activities are described below. All these activities are undertaken to further our charitable purposes for the public benefit in accordance with our aim to provide a broad range of high quality, safe, accessible, fast and effective (SAFE) support services for children and young people. Our website and publicity materials are continuing to enhance the profile of the agency and make it easier for young people to access information about our services. Our Youth Committee has also been active throughout the year ensuring young people are centrally involved in the development of our services.

The overall strategy within which the charity operates has been set and objectives and achievements in our activities are detailed in this report. The necessary funding, mainly in the form of grants, is in place and the risks to the charity have been listed and reviewed by both The Management Committee and senior staff of the agency. The Management Committee wish to express their appreciation for the hard work, undertaken by all staff within the agency, in delivering and developing the agency's services to children and young people and to express their thanks to local commissioners who have continued to support our work through this difficult economic climate

**1. COUNSELLING SERVICES**

**a) CROYDON COUNSELLING SERVICE**

**Objectives and Activities**

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

The counselling service offers around 100 clinical hours per week through a team of paid and volunteer clinical staff. Clinicians on training placement are professionally supervised and supported, and currently provide around 45% of therapeutic interventions offered to young people.

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**REPORT OF THE MANAGEMENT COMMITTEE continued**

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**Achievements and Performance**

During the past year we have seen demand for our service increase further, which has led us to expand the range of therapeutic services we offer to young people including individual and small group CBT interventions, workshops themed around self-esteem, confidence and goal setting, as well as relaxation/mindfulness sessions. Over the coming year, the range of offers will be expanded further. A new initiative offering holding sessions for young people waiting for longer-term counselling has been opened at the Carers Support Centre in George Street.

Off the Record is part of the national Children & Young People's Improving Access to Psychological Therapies programme focused on increasing the delivery of evidence based mental health interventions delivered in partnership with young people. The Croydon CYP IAPT partnership group has been meeting throughout the year, and strides have been made in counselling service transformation including offering CBT group and individual interventions, increasing use of national CYP IAPT outcomes measures, and increasing the size and involvement of our youth committee.

We have seen a number of long-standing experienced volunteer counsellors leave us in the year, so we currently have a relatively new team. There have also been some temporary moves of experienced staff to other projects.

We were glad that a number of technicalities were resolved just in time for us to be able to also join the nationwide Youth Access and BACP led study into the effectiveness of young people's counselling service provision. We are committed to take part in the study for its two year duration. We are seeking young peoples' permission to submit anonymous outcome data, both to CYP IAPT and to the Youth Access study with the aim of strengthening the evidence base for the effectiveness of services such as Off the Record.

There have been a number of significant IT changes in the agency in the period; for the counselling service this entails everyone getting trained and using new outcome measures and inputting into a new and improved client data system. Our outcomes continue to show that clients who engage with counselling report significant improvements in their well-being, functioning and problems, with reduced risk of self-harm where relevant.

Over the year, the service offered over 2000 counselling sessions to 463 young people. As is common with 'talking therapies' around 70% of those using the service were female. However we are hoping that some of our planned developments in the next year will increase the proportion of young men who access the service as well as reaching out to other under-represented groups. Over 50% of the young people using the service are from BME communities which is an important statistic for us bearing in mind the diversity of the borough. However we are committed to doing more and the service plans to launch our new 'menu' of interventions in 2015 including extending online services and integrating more CBT and life-coaching interventions.

**b) SKYLINE ONLINE COUNSELLING SERVICE**

**Objectives and Activities:**

From April 2013 - June 2014, Off the Record has been piloting a new online counselling service called SkyLine, offering young people aged 14-25 the opportunity to access mental health support through either message-based (asynchronous) or live chat (synchronous) online counselling. Through an 'online offer', SkyLine has complemented the current suite of services available at the agency, whilst also providing young people increased choice and flexibility about how they can access counselling.

The pilot has included the development of a new online counselling platform, (<http://skyline.offtherecordcroydon.org>), as well providing online counselling to 70 young people. Results from the pilot indicate that online counselling is as effective as our face-to-face counselling service whilst also reaching proportionally higher numbers of traditionally under-represented groups.

**Achievement and Performance:**

Our new bespoke online counselling platform was developed, tested and then piloted, between April and September 2013 with young people included in the development, ensuring that the site was quick and easy to use, with a youthful vibrant design. A team of qualified counsellors also underwent specialist online counselling training and the new service became fully operational in September 2013. Once launched, SkyLine particularly targeted young people who were unlikely to access the face to face service, whether due to practical, social, cultural or psychological constraints. Consequently, SkyLine saw comparatively high numbers of LGBT young people and BME young people accessing the service (in particular young Asian women).

Although a small scale pilot, the service proved popular and received significant demand from young people, with over 70 young people registering in a nine month period. Feedback from the young people about the quality of the counselling and the benefits of accessing help online were highly encouraging:

- 100% of clients felt they were treated well by their counsellor and that their views and worries were taken seriously.
- 100% of clients felt that they were working with their counsellor together towards their goals.
- 100% of the feedback indicating that the clients would recommend SkyLine to a friend or family member.

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**REPORT OF THE MANAGEMENT COMMITTEE continued**

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**Achievements & Performance (continued);**

SkyLine was initially funded as a one-year pilot project. However, in response to the positive feedback from young people, Off the Record is committed to continuing to offer online services and funding is currently being sought to launch an enhanced version of the SkyLine service including counselling, targeted webinars and an online help-desk.

**c) JUMPSTART SUTTON COUNSELLING SERVICE**

**Objectives and Activities**

Jump Start opened its doors in May 2013, and provides free, confidential one to one counselling to young people aged 11-21 who live work or study in the Borough of Sutton. Our aim is to assist in alleviating distress, promote emotional and mental wellbeing, and to provide support in helping young people to better manage the difficulties in their lives.

**Achievements and Performance**

We have been successful in building strong working relationships with local professionals and creating a resource for counselling for young people in Sutton. The number of referrals have proved the need in the borough, and we have had very good levels of engagement from young people. We have been able to increase our capacity through a small additional grant from Sutton Centre for Voluntary Services and are now offering counselling at two locations over three days giving a total capacity of 24 possible appointments weekly.

We have built strong partnerships with schools, CAMHS, GPs and other local young people's services. Jump Start is currently leading a consortium of 8 local services on a 'Transformation Project' to increase local service integration and strengthen pathways in relation to young people's mental health. Sutton have also recently introduced a 'Single Point of Referral' for CAMHS services in the borough and 22% of Jump Start's referrals now come through this pathway.

Between the beginning of May 2013 and the end of March 2014 we received 186 referrals from 21 different schools and colleges, 12 GP surgeries, 34 different mental health professionals and 3 voluntary organisations. This number of referrals is more than double the anticipated number of 90 at the start of the project and has put a strain on capacity that we are now looking to address. We have also good rates of engagement with young people with only 13% nonattendance for the 98 assessments offered during the year. *Our outcome results indicate young people show an average of 45% improvement in the measured dimensions of problems, well-being, functioning and risk at the end of counselling.*

Examples of feedback provided to us by young people include:

*"At first I was always nervous but they helped me open up and get my confidence back and I felt comfortable to speak my thoughts."*

*"Jumpstart has allowed me to find my own person, and to think positively about situations that I am in that are upsetting me"*

High levels of demand have brought increased pressure on resources and growing waiting times. We are looking at options for addressing this including the launch of "walk in" sessions for assessment and the developments planned through the 'Transformation Project' consortium. We are also looking at new options for accommodating the service that would allow us to increase capacity by including trainee clinicians into the team.

**2. OUTREACH SERVICES**

**a) COMMUNITY DEVELOPMENT WORKERS (CDW)**

**Objectives and Activities**

The Community Development Service (CDW) was created as a result of a national initiative to reduce the inequalities in mental health service experiences and improve outcomes for Black and Minority Ethnic (BME) communities. The CDW service in Croydon is delivered through a partnership between Off the Record and Croydon BME Forum with each partner employing two CDW posts focussing on different age ranges. The four CDW's work on an outreach basis acting as a bridge between statutory mental health services and local BME communities. Their work involves raising awareness of mental health issues and challenging stigma within BME communities; identifying barriers and improving BME access and experience of mental health services; building capacity within community organisations and developing mental health services.

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**REPORT OF THE MANAGEMENT COMMITTEE continued**

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**Achievements and Performance**

In the last year the Off the Record's CDWs have delivered:

- Resilience and awareness raising programmes – five 'Mind, Body & Soul' programmes to 45 parents in Children Centres; two 'Lighten Up Your Life' programmes to 20 young parents; facilitated a Men's group drop in; mental health awareness training to local faith groups and to 50 students in local secondary schools; co-facilitated a multi-agency BME health conference; and facilitated 'With One Voice' faith, mental health, sexual health and substance misuse training programme to a local faith group.
- Strategic work/focus groups – facilitated several focus groups with BME young people on their views and experiences of mental health. The feedback from these focus groups inform local strategic reports and planning; with the CDW's continuing to provide drop in support for BME young parents at local children centres.
- 'Mind the Gap', a partnership project with Hear Us Mental Health User Group, that produced a report and conference providing insight into the experiences of BME mental health service users navigating their way through the mental health system and making a series of recommendation to improve BME mental health service provision in Croydon.
- Support provided to four community groups to apply and receive funding and register with local and national forums.

Over the next year the team have a number of initiatives planned including diversity training with Croydon council staff; a BME health awareness conference; a mental health promotion project with secondary school students; and another 'Mind the Gap' public event in autumn 2014.

**b) MENTAL HEALTH GROUP WORK (WORKSHOPS)**

**Objectives and Activities**

The Workshops are open group sessions for young people aged 11-19 that live, work, or study in the north locality of the Borough. The sessions take place weekly and give young people the opportunity to discuss and explore topics that are important to their emotional well-being through fun and informal experiential activities.

**Achievements & Performance**

Overall take-up of the Workshops programme has been lower than hoped although feedback from those who do attend has been consistently positive. The workshop programme has successfully run 5 sets of 6 sessions during the year attended on average by 3-5 young people per session. The young people are encouraged to set goals and to create coping strategies that will support them in dealing with their issues and difficulties. The workshop themes are chosen by the participants and some of the themes covered so far are: Self- Esteem and Confidence; Anxiety; Dealing with Anger; Relationships; My role in my family; Hopes for the future; Endings

80% of young people that came for the sessions carry on attending the full 6 sessions of the programme. A range of activities and session plan have been created and made available for use within the different services within Off the Record. Sessions have also delivered in different organisations such as National Autistic Society Youth Group and The Bridge LGBT youth group.

**c) FAMILY NAVIGATOR PROJECT**

The Family Navigator project is part of the multi-agency Croydon Family Power programme funded through the National Lottery until March 2015. Croydon Family Power is delivered through a consortium headed by Croydon Voluntary Action and Off the Record's Family Navigator is one of five Navigators based within five different third sector organisations in Croydon. All the Family Navigators are focussed on working with 'just coping' families where the youngest child is aged between 5 and 10 years. They deliver short-term interventions, identifying needs and supporting families to access appropriate support. Off the Record's Family Navigator has a specialist focus on working with young carer and refugee families. The post is based with the Young Carers Project in the Carers Support Centre and this has greatly facilitated referrals from within the project. The Family Navigator post has a broad remit (within the focussed age range) allowing direct work with families to address the multiple needs that may impact on their ability to continue coping with the challenges in their lives.

### **3. COMPASS REFUGEE PROJECT**

#### **Objectives and Activities**

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

During 2013/14 Compass offered services within 6 schools/colleges, using interpreters where requested. Additionally we have supported new arrivals, age disputed young people and refused or destitute asylum seekers in specialist provision within Off the Record. We have focused on increasing access to culturally sensitive mental health provision, addressing the significant physical, cultural and psychological barriers for young migrants in accessing support.

#### **Achievements and Performance**

During 2013 Compass has managed to overcome several challenges, notably the complete change of the staff team as we said goodbye to the team of counsellors who had developed Compass over the last six years. Recruiting suitably experienced staff for this specialist area of work proved challenging but the new staff team worked with skill and commitment to ensure that Compass continued to deliver a high quality service and reach most of its targets.

A total of 439 clients have engaged with Compass services in the past year. Client ages ranged from 12 to 23 years old with the majority aged between 16 and 20. Clients came from 15 different countries with 51% coming from Afghanistan. We have also experienced an increase in referrals and arrivals of young men from Albania.

Group workshops have been re-established in two schools and one college. The themes and topics were chosen by the settings according to their needs and included: Cultural differences; Where to get help; Emotional Well-being; Relationships, Consent and Sexual Health. Compass also was part of a conference held at Croydon College by the Croydon Refugee Network which enabled us to advertise our services to all students in Croydon College who were part of the English Language Development Department. Approximately 60 students attended the event.

Compass continues to work in partnership with other agencies and has agreed to deliver 4 other Workshop sessions around mental health and well-being and relationships with Refugee Youth Project and Asylum Welcome. A total of 108 young people have engaged in group work with Compass.

Young refugees have a wide range of professionals involved in their lives and these young people often struggle to understand the relative roles and responsibilities of the professionals involved. Confusion is amplified by the fact that many professionals change roles regularly or agencies may not be consistent in the service they provide. Both within individual counselling and group work, Compass staff work to help clarify awareness of available services and different professional roles and feedback suggests clients greatly value this. In the last year, 166 young people were signposted to other services/community organisations including Red Cross, Refugee Council, Refugee Youth Project, Health, Housing and sports organisations.

Compass has provided information/awareness raising and training to over 200 professionals in the last year. We supported 3 young people to speak at a conference on the health needs of Looked After Children and have subsequently become members of a working group drafting a new strategy for meeting the health needs of LAC that will include a focus on the mental health needs of unaccompanied asylum seeking children. We have also taken part in training sessions for social workers and foster carers and delivered training on Post Traumatic Stress to college staff.

### **4. YOUNG CARERS' PROJECT**

#### **Objectives & Activities**

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

The Project is staffed by a multidisciplinary team and supported by 2 committed volunteers and co-located with other carer's services in the Carers Support Centre in Central Croydon.



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**REPORT OF THE MANAGEMENT COMMITTEE**

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**Achievements & Performance**

At the end of March 2014 there were 487 young carers registered with the project. There have been 1368 interventions carried out by the team. These have included 452 individual key working sessions, of which 39 were educational support and 85 counselling sessions. There were 713 attendances at 90 different respite activities taking place during the school holidays and monthly boys/girls groups.

There have been 66 newly identified young carers registered with the project this year. They have been assessed through home visits to develop a holistic approach to support the family. Each young carer has a care plan that enables them to access any part of our services but also to have easier access into services outside the project.

In October 2013 the project received confirmation that funding from the Carers Trust to deliver the integrated interventions program is to continue for another 18 months due to the success of the work so far. This programme enables us to place a young carers worker part time within the local authority with the aim of providing training and developing referral pathways to ensure Young Carers needs are recognised and appropriately responded to within the children's and adult's statutory services. The project has been very successful with 17 formal and informal awareness raising sessions being attended by around 225 people. One of the outcomes from the training and awareness raising sessions has been the continued increase in the number of new referrals received by the Project (105 referrals in the last year). The project has delivered 261 family interventions as result of this funding working with complex cases where there are multiple needs and a coordination of service support is needed.

In September 2013 the project, along with other carers services located to a larger, town centre premises that will further raise the profile of the work. The move to the new Carers Support Centre has also contributed to the increased referrals as being based in the centre of Croydon makes the service more visible to service users. Whilst the increase in referrals is positive, it has resulted in challenges in terms of project capacity for new assessments.

As well as delivering our own respite programme throughout the school holidays, the Project has established links with a number of different organisations to enable more respite opportunities for young carers. These include The Challenge Network (resulting in a family fun day in September 2014; Shared Heritage – young carers art work will be displayed at an exhibition in October 2014; The Scouts – outdoor activities and re-establishing a residential event for young carers, Free Kick Foundation providing a football season ticket for use by young carers.

The Project has developed links and working relationship with Croydon Councils Virtual school in order to track attendance and attainment of young carers attending Croydon schools. This has been very successful as we are now able to specifically target young carers who may not appear on our radar.

The Project continues to seek service user feedback through routine evaluations but also held 7 consultation events attended by 27 young people during the year and there have been 7 parents' coffee mornings attended by 41 parents. The 2 young Carers Champions (appointed last year) continue to offer the Project valuable feedback in areas such as publicity and delivering the awareness training.

**5. YOUTH COMMITTEE**

In addition to our usual service activities, Off the Record is committed to involving young people in all aspects of the agency's work. Established in July 2012, the Youth Committee is a group of young people aged 11-25 who come together to share their views and opinions on what local support is needed to help young people going through tough times.

By giving a voice to the young people who use Off the Record's services, we want to ensure that young people can:

- Provide feedback on their experience from a young person's perspective
- Influence the direction of the charity and ensure that the services we provide are effective and relevant to young people and the issues they are facing
- Support the organisation to develop new ways of working
- Represent the organisation to stakeholders and within the wider community

*"Being part of the youth committee means being an active part of your local community".*

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**REPORT OF THE MANAGEMENT COMMITTEE**

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**5. YOUTH COMMITTEE (continued)**

The Youth Committee meets six times a year as a group, coming together with the trustees, staff and volunteer team on a regular basis to ensure that young people are a central part of the charity's activities.

The Committee has 33 active members and 20 additional former or prospective members representing all the different services at Off the Record.

In July 2013, the committee developed a 2013-2014 strategy, with the following main objectives:

- To increase youth committee membership and improve Off the Record's participation activities.
- To ensure that the committee is a central part of strategic and operational developments
- To work on new projects which raise the profile of Off the Record and generate additional funding.

Through our involvement with the national CYP IAPT initiative, our participation focus has expanded to include involving the Youth Committee in recruiting new members of staff and supporting the organisation to develop a new menu of services so that young people have access to flexible support as soon as they enter the service.

Over the next twelve months, the committee intends to focus on the counselling services feedback, appraisal, evaluation and complaints procedures. Young people from the committee will also be influential in strategic planning as Off the Record celebrates its 21<sup>st</sup> year and continues to position young people in a central role in our planning for the future.

**FINANCIAL REVIEW**

During the year Off the Record received income totalling £725,807 (2013: £687,513). Resources expended totalled £722,305 (2013: £675,785). The net movement in funds for the year is a surplus of £3,502 (2013: £11,728). This resulted in total funds at 31 March 2014 of £337,822 (2013: £334,320).

**Reserves Policy**

Off the Record's general unrestricted reserves represent funds of the charity that are freely available, excluding designated funds and restricted funds. In order to provide a quality, effective and efficient service to its beneficiaries the Management Committee have set a reserves level that in the event of funding not being sufficient to cover expenses in the future that a smooth transition can be made to a lower level of service. The Management Committee have a target of approximately two months of budgeted operating expenses, being £120,000 (2013: £100,000). Total general unrestricted reserves at 31 March 2014 are £89,969 (2013: £81,624).

Beyond 31 March 2015 further grants/contracts are due to end and it is not known what services and projects may be commissioned in the future, therefore the Management Committee anticipate the possibility of having to use some of the reserves during that financial year. The Management Committee will review the reserve policy on an annual basis.

**PLANS FOR FUTURE PERIODS**

Despite the difficult economic climate "Off the Record" has overall had another successful year. The majority of our existing funders have continued to invest in the agency and we have been able to attract some new funding for new projects including our counselling service in the neighbouring borough of Sutton and the development of our online counselling service SkyLine. We have also been part of the national CYP IAPT programme driving forward the delivery of effective evidence based mental health support for young people.

Funding for 2014/15 has been largely secured although one of our young carers grants ends in October 2014 and our SkyLine project is currently on 'hold' whilst we seek further funding to continue and extend the work. We are also aware of significant uncertainties in 2015/16 as a number of other grants come to a close in that year and further cuts to public sector finances are expected. This will continue to create a climate of uncertainty for the agency over the next few years. Additionally, we are aware of the need for some extensive works on our building in Queens Road, most notably a new roof. This has been scheduled for September 2014 using funds that have been designated for this purpose.

The direction of the charity's work is informed by Off the Record's Strategic Objectives for 2014-16 that incorporates five key themes: to ensure safety, quality and effectiveness; to increase service choice and relevance; to make services fast and accessible; to strengthen agency integration and development; and to ensure sustainability for the agency and our services. The development of our online service, SkyLine, is seen as a major contributor to making our services more accessible and increasing service choice alongside the new CBT and Life Coaching interventions that we are planning to deliver in 2015; whilst increasing activity with our Youth Committee is central to ensuring the relevance and quality of our services. Ensuring quality, is being driven through our commitment to work towards the PQASSO quality mark, and the charity will be working with a PQASSO mentor throughout 2014/15 to help us drive this commitment forward.

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**REPORT OF THE MANAGEMENT COMMITTEE**

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**PLANS FOR FUTURE PERIODS (continued)**

2015 is Off the Record's 21<sup>st</sup> 'birthday year. Despite the financial challenges, the Management Committee are keen to celebrate the work that has been achieved by the agency over the last two decades and are planning a number of engagement events with our stakeholders. We will continue to look at new ways of meeting the needs of the ever-increasing numbers of young people who access our services, by increasing the range of support available and working hard to meet our aim of providing Safe, Accessible, Fast and Effective (SAFE) support for all those who need it.

**STATEMENT OF THE MANAGEMENT COMMITTEES RESPONSIBILITIES**

Charity law requires the Management Committee to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the surplus or deficit of the charity for that period. In preparing those financial statements the Management Committee are required to:

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

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

**Statement as to Disclosure of Information to Auditors**

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

Approved by the Management Committee on 2 October 2014 and signed on their behalf by:

**John Denham**  
**Chairman**

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

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF "OFF THE RECORD" YOUTH  
COUNSELLING CROYDON**

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We have audited the financial statements of "Off The Record" Youth Counselling Croydon for the year ended 31 March 2014 which comprise the Statement of Financial Activities, the Balance Sheet and the related notes. 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).

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

**Respective responsibilities of The Management Committee and auditor**

As explained more fully in the Statement of Management Committee's responsibilities set out on page 6, the Management Committee (who are also the directors of the 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.

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's (APB's) Ethical Standards for auditors.

**Scope of the audit of the financial statements**

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the charitable company's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the Management Committee; and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the Management Committee's Report to identify material inconsistencies with the audited financial statements. If we become aware of any apparent material misstatements or inconsistencies, we consider the implications for our report.

**Opinion on financial statements**

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 2014 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.

**Opinion on other matter prescribed by the Companies Act 2006**

In our opinion the information given in the Management Committee's Annual Report for the financial year for which the financial statements are prepared is consistent with the financial statements.

**Matters on which we are required to report by exception**

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

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

**M Wilkes (Senior Statutory Auditor)**  
For and on behalf of **Wilkins Kennedy LLP, Statutory Auditor**

Date: 6 October 2014

Greytown House  
221-227 High Street  
Orpington  
Kent  
BR6 0NZ

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

**STATEMENT OF FINANCIAL ACTIVITIES**  
**FOR THE YEAR ENDED 31 MARCH 2014**

**INCOME AND EXPENDITURE ACCOUNT**

	Notes	Unrestricted funds £	Restricted funds £	Total 2014 £	Total 2013 £
<b>Incoming resources</b>					
<b>Incoming resources from generated funds:</b>					
Voluntary income – donations	1	1,056	660	1,716	5,517
Other Income		100	-	100	100
Investment income – interest receivable		189	-	189	189
<b>Income resources from charitable activities:</b>					
Grants & contracts receivable	2	115,255	594,060	709,315	673,457
Other income		14,487	-	14,487	8,250
<b>Total incoming resources</b>		<u>131,087</u>	<u>594,720</u>	<u>725,807</u>	<u>687,513</u>
<b>Resources expended</b>					
<b>Cost of generating funds</b>		47	-	47	452
<b>Charitable activities:</b>					
Counselling services		2,476	304,652	307,128	208,053
Outreach Services inc. BME CDW		34,868	72,985	107,853	169,961
COMPASS Refugee Project		823	55,178	56,001	71,769
Young Carers Project		52,199	189,748	241,947	216,250
<b>Governance costs</b>	5	9,329	-	9,329	9,300
<b>Total resources expended</b>	3	<u>99,742</u>	<u>622,563</u>	<u>722,305</u>	<u>675,785</u>
<b>Net movement in funds</b>	7	31,345	(27,843)	3,502	11,728
<b>Funds brought forward at 1 April 2013</b>					
		<u>220,296</u>	<u>114,024</u>	<u>334,320</u>	<u>322,592</u>
<b>Total funds carried forward at 31 March 2014</b>					
		<u>251,641</u>	<u>86,181</u>	<u>337,822</u>	<u>334,320</u>

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

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

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

Company number 2987817

**BALANCE SHEET**  
**AS AT 31 MARCH 2014**

	Note	2014		2013	
		£	£	£	£
<b>Fixed Assets</b>	<b>9</b>		138,672		138,672
<b>Current Assets</b>					
Debtors	<b>10</b>	59,840		48,888	
Cash at bank and in hand		202,675		189,329	
		<u>262,515</u>		<u>238,217</u>	
<b>Creditors: amounts falling due within one year</b>	<b>11</b>	<u>(63,365)</u>		<u>(42,569)</u>	
<b>Net Current Assets</b>			199,150		195,648
<b>Net Assets</b>			<u>337,822</u>		<u>334,320</u>
<b>Represented by:</b>					
Restricted funds	<b>12</b>		86,181		114,024
Unrestricted funds:					
Designated funds	<b>13</b>		161,672		138,672
General fund			89,969		81,624
	<b>14</b>		<u>337,822</u>		<u>334,320</u>

The financial statements have been prepared in accordance with the provisions relating to small entities and with the Financial Reporting Standard for Smaller Entities (April 2008).

Approved by the Board of Management Committee on 2 October 2014 and signed on their behalf by:

**John Denham**  
**Chairman**

**Alexander Ngoma**  
**Treasurer**

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

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2014**

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**1 ACCOUNTING POLICIES**

**a. Basis of preparation**

These financial statements have been prepared under the historical cost convention, and in accordance with the Financial Reporting Standard for Smaller Entities (April 2008), the Statement of Recommended Practice, 'Accounting and Reporting by Charities' (SORP 2005) issued in March 2005 and the Companies Act 2006 and the Charities Act 2011.

**b. Incoming resources**

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

The following specific policies are applied to particular categories of income:

- Voluntary income and grants receivable, including donations and gifts, are included in full in the Statement of Financial Activities when receivable.
- Investment income is included when receivable.

**c. Resources expended**

Expenditure is accounted for on an accruals basis. The irrecoverable element of VAT is included with the item of expense to which it relates.

- Costs of generating funds are those costs incurred in attracting voluntary income.
- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs allocated directly to such activities and those costs of an indirect nature necessary to support them.
- Governance costs include those incurred in the governance of the charity and are primarily associated with constitutional and statutory requirements.

**d. Funds accounting**

Unrestricted general funds are funds which can be used in accordance with the charitable objects at the discretion of the Management Committee.

Restricted funds are funds that can only be used for particular restricted purposes within the objects of the charity. Restriction arises when specified by the donor or when funds are raised for particular restricted purposes

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

**e. Tangible fixed assets**

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

Office Equipment                      - 33 1/3 % straight line

**f. Leasing commitments**

Rentals payable under operating leases are charged against income on a straight line basis over the lease term. Assets obtained under hire purchase contracts or finance leases are capitalised in the balance sheet. Those held under finance leases are depreciated over their estimated useful lives or the lease term, whichever is the shorter. The interest element of these obligations is charged to the Statement of Financial Activities over the relevant period. The capital element of the future payments is treated as a liability.

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

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2014**

**2 GRANTS & CONTRACTS RECEIVABLE**

<b>Restricted Funds:</b>	<b>Total 2014</b>	<b>Total 2013</b>
	<b>£</b>	<b>£</b>
<b>Counselling services</b>		
- NHS Croydon /LB Croydon	149,982	149,982
- CAMHS/ LB Croydon	33,935	33,935
- Children & Young People's IAPT	31,750	25,750
- Pfizer online counselling	36,520	-
- Sutton SCVS	3,333	10,000
- Comic Relief - Sutton	38,545	-
<b>Outreach Services</b>		
- NHS Croydon /Outreach BME CDW	77,800	77,800
- Henry Smith Charity	-	23,333
- Innovation Fund	-	32,430
<b>Compass Refugee Project</b>		
- Comic Relief	41,102	40,384
- Trust For London	26,646	26,646
<b>Young Carer's Project</b>		
- Carers Support Grant - Assessor	39,000	39,000
- Carers Support Grant – Trips/Activities	15,000	15,000
- BBC Children in Need	27,974	26,342
- Carers Support Grant - Education	21,000	21,000
- Integrated Interventions	44,322	42,712
- Carers Information Service Training	7,151	5,362
- Carers Information Service Trips/Activities	-	1,500
	<u>594,060</u>	<u>571,176</u>
<b>Unrestricted Funds:</b>		
- Troubled Families – family navigator project	-	17,655
- Improving Futures – family navigator project	30,298	14,626
- Young Carers Support Services - IYSS	50,000	50,000
- NHS Croydon /LB Croydon	20,000	20,000
- Outreach - Group work - IYSS	14,957	-
	<u>115,255</u>	<u>102,281</u>
<b>TOTAL GRANTS AND CONTRACTS</b>	<u><u>709,315</u></u>	<u><u>673,457</u></u>



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

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2014**

**3 CHARITABLE ACTIVITIES**

	Staff costs £	Direct costs £	Support costs £	Total 2014 £	Total 2013 £
Cost of generating funds	-	47	-	47	452
Charitable activities:					
Counselling Services	228,904	42,129	36,095	307,128	208,053
Outreach Services	96,726	4,083	7,045	107,853	169,961
COMPASS Refugee Project	43,969	8,181	3,851	56,001	71,769
Young Carers Project	189,490	18,152	34,305	241,947	216,250
Governance	3,532	5,797	-	9,329	9,300
	<u>562,621</u>	<u>78,389</u>	<u>81,295</u>	<u>722,305</u>	<u>675,785</u>

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

**4 SUPPORT COSTS**

	2014 £	2013 £
Consulting	10,397	7,849
Cleaning	7,060	7,261
Office Supplies	4,444	4,611
Telephone and Internet	6,852	7,740
Rent, Rates and Utilities	14,288	9,611
Training	-	1,201
Computer Maintenance	12,190	9,494
New Server	5,028	-
Repairs	6,680	5,363
Insurance	1,961	2,345
Payroll	2,480	2,326
Printing, Postage and Stationery	6,725	5,645
Other	3,190	8,490
	<u>81,295</u>	<u>71,936</u>

**5 GOVERNANCE COSTS**

	2014 £	2013 £
Auditors' remuneration – current year	5,797	6,300
– previous year	-	989
AGM and annual report	-	2,011
Allocation of staff costs	3,532	-
	<u>9,329</u>	<u>9,300</u>

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

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2014**

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**6 MANAGEMENT COMMITTEE REMUNERATION AND REIMBURSED EXPENSES**

During the year no Management Committee member received remuneration (2013: none). None of the Management Committee received reimbursed expenses (2013 : none).

**7 MOVEMENT IN FUNDS**

This is stated after charging:

	<b>2014</b>	<b>2013</b>
	<b>£</b>	<b>£</b>
Auditors' remuneration – audit fees	5,797	6,300
	<u>          </u>	<u>          </u>

**8 STAFF COSTS**

	<b>2014</b>	<b>2013</b>
	<b>£</b>	<b>£</b>
Wages and salaries	515,153	509,256
Employer's National Insurance	44,233	45,121
Pension contributions	3,235	-
	<u>562,621</u>	<u>554,377</u>

The average monthly number of full time equivalent employees during the year was:

	<b>2014</b>	<b>2013</b>
	<b>£</b>	<b>£</b>
	<b>No.</b>	<b>No.</b>
Direct charitable activities	14	14
Administration and management	3	3
	<u>17</u>	<u>17</u>

No employee received remuneration amounting to more than £60,000 in the year (2013: none).

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

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2014**

**9 TANGIBLE FIXED ASSETS**

	<b>Land &amp; buildings £</b>	<b>Office equipment £</b>	<b>Total £</b>
<b>COST</b>			
At April 2013	138,672	6,221	144,893
At 31 March 2014	<u>138,672</u>	<u>6,221</u>	<u>144,893</u>
<b>DEPRECIATION</b>			
At 1 April 2013	-	6,221	6,221
At 31 March 2014	<u>-</u>	<u>6,221</u>	<u>6,221</u>
<b>NET BOOK VALUE</b>			
<b>At 31 March 2014</b>	<u>138,672</u>	<u>-</u>	<u>138,672</u>
At 31 March 2013	<u>138,672</u>	<u>-</u>	<u>138,672</u>

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

**10 DEBTORS**

	<b>2014 £</b>	<b>2013 £</b>
Other debtors and prepayments	8,722	6,383
Grants receivable and accrued income	51,118	42,505
	<u>59,840</u>	<u>48,888</u>

**11 CREDITORS**

	<b>2014 £</b>	<b>2013 £</b>
Accruals and deferred income	63,065	42,169
Other creditors	300	400
	<u>63,365</u>	<u>42,569</u>

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

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2014**

**12 RESTRICTED FUNDS**

	<b>Balance at 1.4.13 £</b>	<b>Incoming Resources £</b>	<b>Resources expended £</b>	<b>Balance at 31.3.14 £</b>
Counselling Services	24,038	294,066	304,652	13,452
Outreach Services	29,427	77,800	72,985	34,242
COMPASS Young Refugees Project	2,938	67,808	55,178	15,568
Young Carers Project	57,621	155,046	189,748	22,919
	<u>114,024</u>	<u>594,720</u>	<u>622,563</u>	<u>86,181</u>

**Counselling:** These funds are for the provision of free, confidential young people's counselling services.

**Outreach Services:** This fund is for the provision of community development work in relation to Black and Minority Ethnic mental health. (It is part of a range of Outreach Services which also includes unrestricted funds in respect of group work and the Family Navigator Project.)

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

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

**13 DESIGNATED FUNDS**

	<b>Balance at 31.3.13</b>	<b>New Designations</b>	<b>Designations Released</b>	<b>Balance at 31.3.14</b>
Roof Repair	-	23,000	-	23,000
Property fund	138,672	-	-	138,672
	<u>138,672</u>	<u>23,000</u>	<u>-</u>	<u>161,672</u>

**Purposes of designated funds:**

**Roof Repair:** This is money set aside for the repair of the roof on the office building.

**Property fund** – this represents the net book value of the property which the charity operates from and therefore the funds are not available for general purposes (see note 9).

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

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2014**

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**14 ANALYSIS OF NET ASSETS BETWEEN FUNDS**

	<b>Restricted funds £</b>	<b>Unrestricted funds £</b>	<b>Total funds £</b>
Fixed assets	-	138,672	138,672
Current assets	86,181	176,334	262,515
Current Liabilities	-	(63,365)	(63,365)
	<u>86,181</u>	<u>251,641</u>	<u>337,822</u>

**15 LEASE COMMITMENTS**

**Land and Buildings**  
2014                      2013

Operating leases which expire:

One to two years

15,000

-

**16 COMPANY LIMITED BY GUARANTEE**

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

The liability guaranteed by each member is £1. The authorised membership of the company is unlimited.  
At 31 March 2014 the membership was six (2013: six).

**OFF THE RECORD YOUTH COUNSELLING CROYDON  
(A Company Limited by Guarantee)**

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