



# **Youth Talk Limited Trustees' Annual Report and Unaudited Financial Statements Year ended 31 March 2024**

Charity registration - 1063572

Company number - 03322319



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## Reference and administrative details

### [Charity number](#)

1063572

### [Company number](#)

03322319

### [Registered office](#)

64 London Road  
St Albans  
Herts  
AL1 1NG

### [Trustees](#)

Gaynor Cashin	
Christopher Clulow	
Teresa Dalley	
Gareth Evans	(Treasurer)
Jackie Fowler	(Chair)
Dr David Hems	
Samantha Keith	(resigned 24 May 2024)
Alison Kiernan	
Gillian Targett-Adams	(appointed 23 May 2024)
Margaret Thirlway	(Secretary)

### [Chief Executive](#)

David Barker

### [Independent examiners](#)

Enaid Accountancy Ltd  
Units 24 & 25  
Goodsheds Container Village  
Hood Road  
Barry  
CF62 5QU

### [Principal Bankers](#)

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

## Introduction

### A word from our Chair and Chief Executive

If I had not come to Youth Talk my anxiety and depression would have led me down a dark path and I would have acted on self-harm more frequently.

Client of Youth Talk

It's been another very busy and demanding year for Youth Talk. A year of settling, developing, growing, challenging ourselves – and at the heart of it, a year of working with over 350 young people to help them find more positive ways forward in their lives at times of often very difficult struggles.

Having moved into our lovely new home in May 2023, we are now thoroughly settled in. The calm, welcoming, homely atmosphere is appreciated by our young people – and our team, who are now able to enjoy a much better working environment, see more of one another, and learn together more easily.

While we set out to grow the number of counselling sessions we offer, progress on this front has been slower than planned. As some counsellors have moved on, we have recruited and welcomed new members of our team to replace them (which makes net growth more difficult); and on average we now work with each young person for longer. But - we now have 14 counsellors, including our first placement from the Counselling Foundation, and we have set ourselves ambitious growth targets for this coming financial year.

Our pilot art therapy and talking group sessions were successful and appreciated, with some heartfelt feedback from our young clients. On the strength of this, The Harpenden Trust are generously continuing to support this work, and we are now holding open-ended groups (which people join and leave at their own times) in both Harpenden and St Albans. Young people gain strength and confidence from each other, sharing their difficulties and supporting one another to overcome their challenges.

Our Youth Panel continue to add tremendous value. Made up of 16 young people across our age range, they continue to be our sounding board – honest, refreshing, questioning, sometimes surprising, always creative – giving us a steer in so many ways and ensuring that young people are at the heart of all that we do. Thank you each and every one of you!

Fundraising remains very challenging. We have grown our busy fundraising team, and continue to build strong relationships across our community, as well as gaining much-needed grants from Trusts and Foundations. Our fundraisers work tirelessly and Youth Talk's profile in the community is growing all the time! We thank everyone who supports our vital service – individual supporters, local businesses, community groups, Trusts and of course all those who give their time. Every single contribution goes towards another counselling session and helps change a young life.

In April 2024 we said goodbye to our long-term Clinical Supervisor Margaret Smallbone – whose experience, wisdom, and calm, thoughtful support has guided our clinical work and supported individual counsellors for over 10 years. We are so thankful for the huge contribution she has made to Youth Talk, and wish her well as she retires and moves to a new area.


Thank you to our whole team of staff, counsellors and volunteers. My thanks as ever too to our Board of Trustees who give their time, experience and professional guidance. I see passion, commitment, dedication and such expertise in our work together, and all that we achieve.

As we move into the new financial year, the need for Youth Talk's services remains very high; many of the young people we see are quite unwell, and their weekly counselling session really matters. So, our key aims are simple, to expand our service significantly, and to grow our income.

We cannot do the one without the other. And growing income means relying on our local community to stand with Youth Talk, to stand alongside our young people who need help. So I want to say thank you again – it is you, our supporters, who enable the counselling sessions we offer. Our heartfelt thank you to you all. Together, we can rise to the challenge.

  
Jackie Fowler (Sep 19, 2024 22:12 GMT+2)

**JACKIE FOWLER**  
CHAIR



**DAVID BARKER**  
CHIEF EXECUTIVE

## About us

If I had not come to Youth Talk, I am unsure if I would still be here today.

Client of Youth Talk

### Our vision

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

### Our mission

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

Alongside this we have developed a set of core organisational values that will guide our work over the coming years. These are as follows:

### Our values

We are open and accepting

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

We always give our best

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

We are stronger together

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

### Our message to young people

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

## Structure, governance and management

### Constitution

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

### Objectives and activities

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

### Organisation

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

### Trustees and officers

The names of the Trustees and Officers who have served during the year are shown on page 4 of this report.

### Trustee recruitment, induction and training

Trustees are appointed from people who have the necessary skills and experience to fulfil specific areas of need within the charity. In addition, we look for individuals who have experience of or an interest in dealing with young people and their welfare. New Trustees are provided with documentation to enable them to appreciate our objectives, organisation, method of operation and their responsibilities under the law. In addition, existing Trustees assist them in becoming fully conversant with their role.

### Public benefit

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

### Risk assessment

The major risks to the charity have been identified and documented for assessment. The Trustees and management have an ongoing process to review these risks via the charity's risk register. Currently the Board works with a general organisational risk register and an additional safeguarding risk register.

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

Clinical procedures are under the regular scrutiny of our consultant Clinical Supervisors, who review all cases considered to be high risk.

The Trustees and management regularly review operational processes to ensure ongoing delivery of activities. Investment in these processes is made as appropriate.

If I had not come to Youth Talk it's likely I would have kept going through aggressive mood swings and found no purpose in day to day life.

Youth Talk Client

## Financial review

A massive thank you for inviting me to Youth Talk's new home on Monday. It was brilliant to see how far the charity has come and hear about all the aspirations and work you are planning for the next few years! This was super inspirational and I will continue to promote Youth Talk everywhere I can!

Youth Talk Fundraiser

### How we raised our money

The results for the year are set out on pages 20 to 32.

It has been a challenging year for fundraising. We knew the year would be a tough one coming off the back of a very successful capital appeal last year for our new premises. As such, we were unable to deliver on our original ambitious income target for the year.

Whilst we continue to receive tremendous support from our local community, the income area which has become increasingly competitive within the sector is securing support and income from Trusts and Foundations. We enjoyed considerable success last year with our Trust and Foundation fundraising as we were able to target a number of funders that focus purely on supporting capital projects.

This year we have raised £470,845 to provide the best possible mental health support to local young people. This is a slight reduction (-1.8%) of our 2022/23 income - £479,366.

How we achieved this together ...

• Community & Events	£81,158
• Corporate fundraising	£24,748
• Individual Giving	£54,102
• Statutory Grants	£133,924
• Trusts & Foundations	£176,913

Over the last year, we are incredibly grateful to have received grants from the following organisations:

Access Foundation; All Aboard Shops Ltd; Amateurs Trust; Batchworth Trust; Beds & Luton Community Foundation; Childwick Trust; Dr Alan Stranders; Etauliers Charitable Trust; Graham Rowlandson Foundation; Harpenden Building Society; Harpenden Trust; Hertfordshire County Council; Irving Memorial Trust; Masonic Charitable Foundation; Mrs Smith and Mount Trust; Murphy-Neumann Charity Company; Neighbourly Charitable Trust; Provincial Grand Lodge of Hertfordshire; St Albans Cathedral Mission Giving; St James's Place; Stockwell/Cliffe Charitable Trust; Tanner Pharma; Tesco Community Grants; Toyota UK Charitable Trust; Valiant Charitable Trust; Wendy Thomas Youth Development Fund

In addition, we are greatly indebted for the support shown from a large number of individuals, companies, local organisations, sports clubs and religious organisations across the District, all of whom have helped us to continue to be there for our local young people. This crucial funding has supported both the provision of our counselling services and our general operating costs.



## How we spent your money

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

In 2023/2024 our total expenditure on running Youth Talk was £569,202. The breakdown of our spend was as follows:

- Direct costs of counselling £360,789 (including £87,233 on fitting out the new premises)
- Direct costs of fundraising £114,858
- Indirect costs £93,555 (this includes rent, and management & administration costs)

As part of our five-year strategy for growth, the Board of Trustees agreed to investment in the development of our fundraising team. These additional costs are monitored regularly against the overall performance of our fundraising. It is our intention to deliver a return of investment of at least 3:1 against our fundraising spend.

Our overall deficit for this year (£98,357) is part of a five-year financial plan to begin to spend down some of our reserves in order to grow the charity. The Board of Trustees monitor the delivery of our financial plan at each Board meeting and our Fundraising Strategy Committee review performance of our income and overall Fundraising Strategy.

## Staff remuneration

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

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

## Reserves policy

The charity's policy is to have sufficient resources to fund at least 6 months' operations on hand at any given time. This is important so that in the event of the charity needing to cease activities we are able to operate for a period of six months in order to allow us to properly complete clinical programmes of counselling with existing clients. This is currently estimated to be around £240,000.

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

As outlined in note 12 of the accounts, at the year-end our total reserves stood at £224,416 (2023: £322,773) with £Nil (2023: £50,000) having been set aside for the refurbishment of the new premises which was completed in April 2023, and £19,378 (2023: £63,490) being restricted as to use. This leaves general reserves of £205,038 (2023: £209,283). This is slightly below the current policy of holding at least six months of reserves as per the above but deemed to be within safe limits.

As a parent of two teenagers, I see the challenges facing young people on a daily basis and I wanted to be part of a charity making a difference to the lives of young people.

The staff, clinical team and volunteers at Youth Talk work hard to ensure that the service they provide has a positive impact and I'm proud to be part of the team.

**Alison Kiernan, Youth Talk Trustee**

## The difference we've made

Last year in our annual report we set out some of the main priorities for the coming year.

So how have we done?

What we said we'd do	How did we do?
<p><b>Growing capacity and helping more young people</b></p> <p>Our core focus over the coming year will be to:</p> <ul style="list-style-type: none"> <li>• Identify and implement a clear programme of action and work to bring things back into line with our five-year strategic growth goals.</li> <li>• Successfully recruit 3 more counsellors to the team to increase our counselling capacity.</li> <li>• Work with our Board of Trustees, clinical team and staff to review current ways of working and make recommendations to improve efficiencies and waiting times for counselling.</li> </ul>	<p>First and foremost a huge thank you to our clinical team and our clinical administration team who support them. Their dedication, hard work and tremendous talent continues to ensure that the young people we support receive such a high-quality service that helps to change and save lives.</p> <p>Across the year we delivered 3,948 counselling sessions and initial assessments (3,833 in 2022/23) and are proud to have been able to support over 350 people.</p> <p>Feedback from client ending surveys were tremendously positive with:</p> <ul style="list-style-type: none"> <li>• 100% saying they were comfortable with their counsellor.</li> <li>• 100% saying they felt able to talk openly about the things troubling them.</li> <li>• 96% saying they felt their overall wellbeing had improved.</li> </ul> <p>During the year the Board reviewed and re-evaluated the current challenges faced in terms of delivering our five-year growth ambition to double the number of client sessions we are able to offer. These challenges include the difficulties in recruitment of new counsellors (compounded further by some counsellors leaving us this year) and the impact of having to support increasing numbers of young people over a longer period of time. In 2023/24 we have increased our number of counsellors to 14 (from 12).</p> <p>As a result, we have agreed to extend the current five-year target by an additional year, taking the plan to 2028. Figures will be closely monitored on a quarterly basis, and an annual assessment will be made towards the end of each financial year to ascertain whether any further adjustments should be made.</p> <p>We are delighted that during the year we:</p> <ul style="list-style-type: none"> <li>• took on our first placement counsellor as part of a pilot partnership with the Counselling Foundation (a training organisation). This is an area we are keen to develop further during the coming year.</li> <li>• Planned for the introduction of a new Saturday service and successfully recruited our first counsellor to help us deliver this. This service has recently opened.</li> </ul> <p>Finally, our thanks go to the counsellors, trustees and staff who contributed to the work of the clinical development task group during the year.</p>

What we said we'd do	How did we do?
<p><b>Roll out a new provision for group counselling</b></p> <p>During the year we will extract the learnings from the current group counselling pilot in Harpenden and deliver a final report with clear recommendations for the future. These recommendations will be made to our Board of Trustees on how the charity might best scale a future group counselling provision and we will identify how we could secure the additional funds to deliver this new programme of work.</p>	<p>A report on the Groups Pilot Project was presented to the Board of Trustees at the beginning of the year. It was wholeheartedly endorsed as an important new service that the charity should continue to offer and grow. Our continued thanks go to our Clinical Supervisor Sally Sayers who has driven and led this work and also to our counsellors Emma, Deborah and Vikki who have championed and delivered this important new strand of work for the charity.</p> <p>Our heartfelt thanks also to the Harpenden Trust for their valuable ongoing support and funding for the service.</p> <p>Over the last year we have:</p> <ul style="list-style-type: none"> <li>• Delivered 46 group sessions across the year.</li> <li>• Introduced a new 'rolling' weekly creative therapy group at 64 London Road. The group uses art materials enabling Group members to communicate with and without the need for words.</li> <li>• Trialled a 'fixed period' talking group for older clients struggling with anxiety. The group ran for 17 weeks based at the Harpenden Trust facilities in Southdown, Harpenden.</li> <li>• Worked with our Youth Panel to develop promotional materials for the new groups – including a new video.</li> <li>• Developed our Initial Consultation to identify those young people who might benefit from taking part in a group.</li> <li>• Delivered in-house training for our counselling team to provide information on the benefits of groups and how to help young people think about groups as an option when undertaking initial consultations. The training was delivered by our four group counsellors and further training will be developed as per the needs and requirements of the counselling team.</li> <li>• Supported counsellors through professional training to run further groups for Youth Talk, currently three further counsellors have expressed an interest in potentially running groups in the future.</li> </ul> <p>Work is currently underway to identify the next type of group we feel would be beneficial to our service users.</p>

What we said we'd do	How did we do?
<p><b>Sustaining and growing our Income</b></p> <p>Our core focus over the year is to:</p> <ul style="list-style-type: none"> <li>• Focus on growing our fundraising capacity to enable us to achieve an income target of £537k in the year ahead.</li> <li>• to inspire and engage our local community to support us with our five-year strategy for growth.</li> <li>• to retain the momentum with our Trusts and Foundations work to deliver an annual budget of £230k in the year ahead.</li> <li>• Pivot our community fundraising in order to place more effort into corporate fundraising and individual giving. We recognise great potential to generate new income and corporate partnerships that will help companies to fulfil their governmental Environmental, Social and Governance requirements (ESG).</li> <li>• We are continually striving to improve our efficiencies through the use of our fundraising CRM, Donorfy. We aim to build further on our regular e-newsletter and improved stewardship which will help us to further nurture relationships, sharing the impact our donors' support has on the lives of our local young people.</li> </ul>	<p>This year we have continued to lay further foundations for sustaining and growing our income. Thanks to our loyal supporters, Trusts and the generosity of our local community, we continue to look ahead with hope and remain focused on securing sustainable income.</p> <p>The current financial climate and staff recruitment challenges meant we reforecast our fundraising ambitions for the year in November to £449,333 and we have seen a decline of 1.8% on the previous year (2022-23 - £479,366).</p> <p>In January 2024 we welcomed a full time Corporate Partnership Fundraiser, Jim Lewis, who has immediately prospected and secured new business partnerships offering long term value alongside charity of the year opportunities from local companies.</p> <p>Youth Talk's brand and local profile has continued to grow as we strive to inform and inspire our community. Our following and engagement on social media has increased significantly. Our monthly newsletter open rates remain above 46% (higher than industry averages) and we remain focused on providing quality content. This in return has helped boost our community fundraising activities.</p> <p>We were thankful to be one of the benefiting charities of the St Albans Fireworks Display organised by St Albans Cathedral, and the chosen charity for a number of local community groups throughout the year - a HUGE thank you!</p> <p>Our Trust Fundraising has been a core factor of our income shortfall this year. Within the sector, Trusts are becoming increasingly competitive and saturated. A huge thank you to those Trusts and Foundations that have supported us (and continue to support us) throughout the year.</p> <p>We have implemented a number of automations that help streamline our income processing, for example, submission of a monthly Gift Aid claim to HMRC directly from our database Donorfy.</p>

What we said we'd do	How did we do?
<p><b>Extending our reach – redressing the balance</b></p> <p>As part of our five-year strategy commitment, we stated that we wanted to focus on encouraging under-represented groups to access our service – with a particular focus on encouraging more boys.</p> <p>Over the year we will begin to identify some of the barriers that may prevent boys referring themselves into the service and in tandem look at ways in which we can begin to create a more representative balance across genders. We will work with our youth panel on this new area of work.</p>	<p>Throughout the year we have:</p> <ul style="list-style-type: none"> <li>• Discussed with our Youth Panel the potential barriers for boys and young men and developed recommendations on how we might reach them more effectively.</li> <li>• Increased the male membership of our Youth Panel.</li> <li>• Obtained a greater number of testimonials from boys and young men who have accessed the service.</li> <li>• Targeted all the boys’ schools across the District with new posters and flyers.</li> <li>• Written a blog and filmed a video with a Youth Panel member Sean talking about the support he received from the charity.</li> <li>• Utilised members of the Youth Panel to talk publicly about the work of the charity.</li> <li>• Launched a partnership with men’s barbershops to have information available in the chain of barbers and QR codes on the mirrors to direct to the Youth Talk website.</li> </ul> <p>Over the last year 29% of the referrals to Youth Talk were from boys and young men (28% in 2022/23).</p>
<p><b>Continued modernisation and building of a robust infrastructure to facilitate growth</b></p> <p>Over the coming year we aim to build on developing our infrastructure to unlock greater efficiencies and create improved/smarter ways of working across the charity. In particular we intend to focus on:</p> <ul style="list-style-type: none"> <li>• Development of a new suite of regular clinical reports/dashboard from our clinical system laptus.</li> <li>• Development of a suite of reports to measure and track progress against our operational plans and strategic priorities.</li> <li>• Further development of our CRM system to enable effective and regular communications and stewardship with our supporter base and volunteers.</li> <li>• Building further on the work to date developing a strong volunteering offer for the charity.</li> </ul>	<p>Across the year we have continued to develop our data analysis and our suite of clinical reports. These include work on a safeguarding risk register which is reviewed at each meeting of the Board of Trustees and overseen on a day-to-day basis by the Operations Manager and members of the Safeguarding working group.</p> <p>Regular reports include information on clinical numbers, waiting lists, waiting times, average number of clinical sessions per client plus an overview of the number of high-risk cases currently being held by the service.</p> <p>Work has been delayed developing a new suite of reports to measure and track progress specifically against our operational plans and our strategic priorities. This is currently under review and will remain an objective for the coming year.</p> <p>We are constantly looking to improve our data efficiencies and maximise our potential. Much to our delight our CRM provider recognised our tireless efforts behind the scenes and we won Fundraiser of the Year at the Donorfy awards ceremony.</p> <p>Our thanks go to our Volunteer Co-ordinator Lynda Topp who volunteers her time recruiting and looking after our volunteers, to help ensure we are well represented and supported at a variety of community events.</p>

## Our Youth Panel

Our Youth Panel has continued to grow over the last year and has become a fundamental part of how we operate at Youth Talk. Over the last year they have met regularly and undertaken a number of projects and tasks including:

- Delivery of our new home – playing a fundamental role as part of the design team and fronting some of the social media and fundraising campaign. The panel were also the official ‘ribbon cutters’ at the opening event!
- Advising on and feeding thoughts, views and ideas into the following projects:
  - Ways we can better promote the service to boys/young men.
  - Development of our group counselling pilot including the development of promotional material and a new video.
  - Ideas and discussions for a new feature wall in our new home.
  - Updates to the client referral forms and various service surveys.
  - Fundraising including recording voiceovers for use on social media.
- Members of the Panel also presented to all staff, clinical team and Trustees at the annual awayday. They spoke about the work of the Youth Panel and the projects they have been involved in over the year.
- More recently the Panel has been looking at the current membership of the group, plans for a new website page and development of an application form to join the Panel.

## The coming year

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

### [Grow our counselling capacity and help more young people](#)

As mentioned earlier in this report the growth ambition of our five-year strategy to double the number of client sessions we are able to offer has been extended until 2028. It has been a difficult year delivering against our target number of counselling sessions and during the coming year we intend to focus on:

- Recruitment of additional counsellors.
- Building further on our partnership with the Counselling Foundation to introduce an additional advanced trainee placement.
- Recruitment of a new Clinical Lead role for the charity.
- Growth of our new Saturday Service.
- Further development of our group work.

### [Build further on our group therapy/counselling provision](#)

During the year we will continue to extract the learnings for the current model of group therapy. We will:

- Build further on the success of the creative group that is currently running on a weekly basis in St Albans.
- Identify further ways to promote the group counselling service and identify suitable clients at point of entry to the Youth Talk Service.
- Investigate feasibility of a new group to continue work in the Harpenden facility of the Harpenden Trust.
- Investigate the development and introduction of a possible short-term pilot group for young people about to start University or Uni students who are struggling during the summer break.

### [Sustaining and growing our Income](#)

As mentioned earlier in the report we continue to be in a tough Fundraising environment. Over the coming year we will:

- Further refine and learn from our Trust applications in order to raise £160,000 from this area of income. This is a slightly reduced figure on 2023/24 as our capital appeal for funding for our new premises has now ended. Where possible we will try to identify possible multi-year partners.
- Strengthen the growing support we are seeing from community fundraising and events - which is most encouraging. We will add some additional focus on growing our presence in Harpenden where historically we have not been as prominent.
- Build on our heightened brand and social media awareness looking at how we can inspire more people to support our work.
- Develop our work with Corporate Partners and embrace the local business community's desire to support local good causes. As part of this we will organise a series of Business breakfasts.
- Identify effective ways to grow our individual giving. We plan on embarking on a new individual giving campaign and hope to be successful with the Big Give matched funding appeal.
- Learn from and build further on our supporter communications including some redevelopment of our website.

## Extending our reach – redressing the balance

As part of our five-year strategy commitment, we stated that we wanted to:

- Focus on supporting 17-19 year olds during any transition period when moving to University.
- Focus on encouraging under-represented groups to access our service – with a particular focus on encouraging more boys.

Over the coming year we will:

- Focus further on encouraging more boys and young men to access the service.
- Work in partnership with our Youth Panel to build further on the work to date and look at ways in which we can continue to create a more representative balance across genders.
- Identify ways we can build further on the current ‘bridging’ support we offer to young people transitioning to University.
- Investigate potential to pilot a short-term support group for students going to university (see groups section above).

## Further development of platforms to support our growth plans

Within our five-year strategy we wanted to ensure we had robust ‘platforms for growth’ that would give us solid and robust systems from which to grow. Good progress continues to be made in a number of areas of infrastructure improvements and organisational efficiencies and in the coming year we intend to focus on:

- Redevelopment and updating of our website.
- Review of our IT Infrastructure and support and security arrangements.
- Creation of a dashboard of KPIs and important indicators to track progress against our annual plan, finances and strategic priorities.
- Further development of our suite of clinical reports including enhancement of our clinical outcomes collection (CORE) and our ending surveys.
- Continued development of our CRM system, supporter newsletter and regular communications and stewardship with our supporter base and volunteers
- Building further on the work to date developing a strong volunteering offer for the charity.



## Our 2023-2024 accounts

### Statement of Board of Trustees' responsibilities

The Trustees, who are also directors of the Charity for the purposes of the Companies Act, are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and regulations. Company law requires the Trustees to prepare financial statements for each financial year. Under that law they are required to prepare the financial statements in accordance with UK Accounting Standards and applicable law (UK Generally Accepted Accounting Practice), including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland.

Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the excess of income over expenditure for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- 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; and,
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue its activities.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They have general responsibility for taking such steps as are reasonably open to them to safeguard the assets of the charitable company and to prevent and detect fraud and other irregularities.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the UK governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions. In addition, the Trustees confirm that they are happy that the content of the annual review on pages 4 to 18 of this document meets the requirements of both the Trustees' Annual Report under charity law and the Directors' Report under company law.

They also confirm that the financial statements have been prepared in accordance with the accounting policies set out in the notes to the accounts and comply with the Charity's governing document, the Charities Act 2011, 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) second edition (effective 1 January 2019)', the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The Trustees confirm that:

- so far as each Trustee is aware, there is no relevant information of which the Charity's independent examiner is unaware; and,
- each Trustee has taken all the steps that they should have taken as a Trustee/Director in order to make themselves aware of any relevant independent examination information and to establish that the Charity's independent examiner is aware of that information.

### Preparation of the report

This report has been prepared taking advantage of the small companies exemption of section 415A of the Companies Act 2006, and the exemptions available for smaller charities under the Statement of Recommended Practice.

## A final thank you

As another year ends, we continue to be indebted, humbled and truly thankful for the tremendous support, encouragement, kindness and determination of so many amazing people, businesses and organisations.

We are brought together by a common goal – to help and support the growing number of young people who are struggling and need a safe and confidential space to talk and share their worries.

Our mission to provide the best possible mental health support to young people in St Albans and surrounding areas has never been more important. And with the support, talent, experience and determination that so many people bring to Youth Talk we will ensure we continue to be there.

Words cannot express our most heartfelt thanks to our local community, businesses, staff, counsellors, Trustees and the army of supporters, volunteers, donors and funders who work tirelessly to ensure that we continue to change and save lives.

Thank you from all the team at Youth Talk for all you have done and continue to do for us. You should all be rightly proud of what we have achieved together.

This report was approved and authorised for issue by the Board of Trustees on 11 July 2024 and signed on its behalf by:

  
Jackie Fowler (Sep 19, 2024 22:12 GMT+2)

**JACKIE FOWLER**

**CHAIR OF TRUSTEES**

## Independent examiner's report

I report to the Trustees on my examination of the accounts of Youth Talk Limited (charity number 1063572, company number 03322319) for the year ended 31 March 2024 which are set out on pages 20 to 32.

### Respective responsibilities of trustees and examiner

The Trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act'). The Trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 ('the 2011 Act') nor under Part 16 of the 2006 Act, and that an independent examination is needed. Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, it is my responsibility to:

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

This report, including my statement, has been prepared for and only for the Charity's Trustees as a body. My work has been undertaken so that I might state to the Charity's Trustees those matters I am required to state to them in an independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the Charity and the Charity's Trustees as a body for my examination work, for this report, or for the statements I have made.

### Basis of independent examiner's statement

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

### Independent examiner's statement

Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England & Wales, which is one of the listed bodies. I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

- accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or,
- the accounts do not accord with those records; or,
- the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or,
- the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Andrew Nash (Sep 23, 2024 09:35 GMT+1)

**ANDREW PHILIP NASH FCA**

**MEMBER OF THE INSTITUTE OF CHARTERED ACCOUNTANTS IN ENGLAND AND WALES - 2461833**

**DATED: 6 SEPTEMBER 2024**

Enaid AccountancyLtd

Units 24 & 25, Goodsheds Container Village  
Hood Road. Barry, CF62 5QU

Charity number 1063572  
Company number 03322319

## Statement of financial activities

### Incorporating the Income and Expenditure Account & Statement of Realised Gains and Losses

For the year ended 31 March 2024

	Notes	Unrestricted Funds Year ended 31-Mar-24 £	Restricted Funds Year ended 31-Mar-24 £	Total Funds Year ended 31-Mar-24 £	Total Funds Year ended 31-Mar-23 £
<b>Income from:</b>					
Donations and legacies	3	199,849	127,643	<b>327,492</b>	343,522
Charitable activities	4	133,924	-	<b>133,924</b>	129,942
Other trading activities		9,429	-	<b>9,429</b>	5,902
<b>Total income</b>		<b>343,202</b>	<b>127,643</b>	<b>470,845</b>	479,366
<b>Expenditure on:</b>					
Raising funds	5 & 6	137,449	-	<b>137,449</b>	103,732
Charitable activities	5 & 7	259,998	171,755	<b>431,753</b>	338,385
<b>Total expenditure</b>		<b>397,447</b>	<b>171,755</b>	<b>569,202</b>	442,117
<b>Net income/(expenditure)</b>		<b>(54,245)</b>	<b>(44,112)</b>	<b>(98,357)</b>	37,249
<b>Reconciliation of funds</b>					
Total funds brought forward	12 & 13	259,283	63,490	<b>322,773</b>	285,524
Total funds carried forward	12 & 13	<b>205,038</b>	<b>19,378</b>	<b>224,416</b>	322,773

The notes on pages 22 to 32 form part of the financial statements.

**Balance sheet**

As at 31 March 2024

	Notes	£	Total Funds 31-Mar-24 £	Total Funds 31-Mar-23 £
<b>Fixed assets</b>				
Tangible assets	9		1,624	1,339
<b>Current assets</b>				
Debtors and prepayments	10	23,489		28,433
Cash at bank		237,262		319,027
<b>Total current assets</b>		<b>260,751</b>		<b>347,460</b>
<b>Creditors:</b>				
Amounts falling due within one year	11	(37,959)		(26,026)
<b>Net current assets</b>			<b>222,792</b>	<b>321,434</b>
<b>Net assets</b>			<b>224,416</b>	<b>322,773</b>
<b>Funds of the charity:</b>				
Restricted funds	12 & 13		19,378	63,490
Unrestricted funds				
General funds	12 & 13	205,038		209,283
Designated funds	12 & 13	-		50,000
Total unrestricted funds			<b>205,038</b>	<b>259,283</b>
<b>Total funds</b>			<b>224,416</b>	<b>322,773</b>

The notes on pages 22 to 32 form part of the financial statements.

The financial statements have been prepared in accordance with section 415A of the Companies Act 2006 relating to small companies and FRS 102 Section 1A.

The charitable company is entitled to exemption from audit under section 477 of the Companies Act 2006 for the year ended 31 March 2024, and the members have not required the charitable company to obtain an audit of its financial statements for the year ended 31 March 2024 under section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

They were approved and authorised for issue by the Board of Trustees on 11 July 2024 and signed on their behalf by:

  
Jackie Fowler (Sep 19, 2024 22:12 GMT+2)

**JACKIE FOWLER****CHAIR OF TRUSTEES**

## Notes to the financial statements

### 1. Accounting policies

#### Basis of preparation of the financial statements

The financial statements have been prepared in accordance with '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) second edition (effective 1 January 2019)', the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), including Update Bulletin 1, and the Companies Act 2006.

The effect of any event relating to the year ended 31 March 2024, which occurred before the date of approval of the financial statements by the Board of Trustees has been included in the financial statements to the extent required to show a true and fair view of the state of affairs at 31 March 2024 and the results for the year ended on that date.

The functional currency of the Charity is GBP and amounts in the financial statements are rounded to the nearest pound.

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

#### Going concern

The financial statements have been prepared on the going concern basis as the Board of Trustees is confident that future reserves and future income is more than sufficient to meet current commitments. There are no material uncertainties that impact this assessment, and the ongoing economic environment has had no material impact on this assessment.

#### Legal status

Youth Talk Ltd is a charitable company registered in England & Wales and meets the definition of a public benefit entity. In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £1 per member. The registered address is 64 London Road, St Albans, Herts, AL1 1NG.

#### 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 of 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 note 12 of the financial statements.

Restricted funds are funds that are to be used in accordance with specific restrictions imposed by donors or that 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 note 12 of the financial statements.

#### Income

Income is recognised when the Charity has entitlement to the funds, any performance indicators attached to the item(s) of income have been met, it is probable that the income will be received, and the amount can be measured reliably.

Donations are recognised in full in the Statement of Financial Activities when entitled, receipt is probable and when the amount can be quantified with reasonable accuracy. Gift aid receivable is included when claimable. Client contributions are classed as donations as they are entirely voluntary and do not impact access to service.

Grant income is credited to the Statement of Financial Activities when received or receivable whichever is earlier, unless the grant relates to a future period, in which case it is deferred.

Income from charitable activities and other trading activities is credited to the Statement of Financial Activities when received or receivable whichever is earlier, unless it relates to a specific future period or event, in which case it is deferred, except for tickets sales and bar revenue which are recognised on a cash basis.

## 1. Accounting policies (continued from previous page)

### Expenditure and irrecoverable VAT

All expenditure is accounted for on an accruals basis and has been included under expense categories that aggregate all costs for allocation to activities.

Indirect costs, including governance costs, which cannot be directly attributed to activities, are allocated between activities proportionate to the direct costs incurred in those activities.

Irrecoverable VAT is charged against the category of expenditure for which it was incurred.

### Tangible fixed assets and depreciation

All assets costing more than £500 are capitalised.

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their residual value, over their useful life, on a straight-line basis. The useful life used is:

Computer equipment	3 years
Office equipment	5 years

### Cash at bank and in hand

Cash at bank and in hand includes cash in hand, deposits with banks and funds that are readily convertible into cash at, or close to, their carrying values, but are not held for investment purposes.

### Debtors and prepayments

Trade and other debtors are recognised at the settlement amount after any trade discount is applied. Prepayments are valued at the amount prepaid net of any trade discounts due.

### Creditors and accruals

Creditors are recognised where the Charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party, and the amount due to settle the obligation can be measured or estimated reliably.

### Pensions

The Charity operates a defined contribution pension scheme which is administered by an external independent pension provider. Contributions are recognised in the Statement of Financial Activities as they fall due.

### Financial instruments

Basic financial instruments are measured at amortised cost other than investments which are measured at fair value.

### Critical estimates and judgements

In preparing financial statements it is necessary to make certain judgements, estimates and assumptions that affect the amounts recognised in the financial statements. The treatment of tangible fixed assets is sensitive to changes in useful economic lives and residual values of assets. In the view of the Trustees in applying the accounting policies adopted, no judgements were required that have a significant effect on the amounts recognised in the financial statements nor do any estimates or assumptions made carry a significant risk of material adjustment in the next financial year.

**2. Comparative statement of financial activities**

		Unrestricted Funds Year ended 31-Mar-23 £	Restricted Funds Year ended 31-Mar-23 £	Total Funds Year ended 31-Mar-23 £
	<b>Notes</b>			
Income from:				
Donations and legacies	3	136,975	206,547	343,522
Charitable activities	4	129,942	-	129,942
Other trading activities		5,902	-	5,902
<b>Total income</b>		<b>272,819</b>	<b>206,547</b>	<b>479,366</b>
Expenditure on:				
Raising funds	5 & 6	96,162	7,570	103,732
Charitable activities	5 & 7	202,898	135,487	338,385
<b>Total expenditure</b>		<b>299,060</b>	<b>143,057</b>	<b>442,117</b>
<b>Net income/(expenditure)</b>		<b>(26,241)</b>	<b>63,490</b>	<b>37,249</b>
Reconciliation of funds				
Total funds brought forward	12 & 13	285,524	-	285,524
Total funds carried forward	12 & 13	259,283	63,490	322,773



3. Income from donations and legacies

	Unrestricted Funds	Restricted Funds	Total Funds
	Year ended 31-Mar-24	Year ended 31-Mar-24	Year ended 31-Mar-24
	£	£	£
<b>Year ended 31 March 2024</b>			
Donations	134,662	15,917	<b>150,579</b>
Grant income	65,187	111,726	<b>176,913</b>
	<b>199,849</b>	<b>127,643</b>	<b>327,492</b>
	Unrestricted Funds	Restricted Funds	Total Funds
	Year ended 31-Mar-23	Year ended 31-Mar-23	Year ended 31-Mar-23
	£	£	£
<b>Year ended 31 March 2023</b>			
Donations	101,237	3,051	104,288
Grant income	35,738	203,496	239,234
	136,975	206,547	343,522

4. Income from charitable activities

	Unrestricted Funds	Restricted Funds	Total Funds
	Year ended 31-Mar-24	Year ended 31-Mar-24	Year ended 31-Mar-24
	£	£	£
<b>Year ended 31 March 2024</b>			
Contracts for services	133,924	-	<b>133,924</b>
	<b>133,924</b>	-	<b>133,924</b>
	Unrestricted Funds	Restricted Funds	Total Funds
	Year ended 31-Mar-23	Year ended 31-Mar-23	Year ended 31-Mar-23
	£	£	£
<b>Year ended 31 March 2023</b>			
Contracts for services	129,942	-	129,942
	129,942	-	129,942

## 5. Total expenditure

	Direct staff costs	Direct other costs	Indirect costs	Total costs
	Year ended 31-Mar-24	Year ended 31-Mar-24	Year ended 31-Mar-24	Year ended 31-Mar-24
	£	£	£	£
<b>Year ended 31 March 2024</b>				
Raising funds	100,105	14,753	22,591	<b>137,449</b>
Charitable activities	105,608	255,181	70,964	<b>431,753</b>
	<b>205,713</b>	<b>269,934</b>	<b>93,555</b>	<b>569,202</b>
	Direct staff costs	Direct other costs	Indirect costs	Total costs
	Year ended 31-Mar-23	Year ended 31-Mar-23	Year ended 31-Mar-23	Year ended 31-Mar-23
	£	£	£	£
<b>Year ended 31 March 2023</b>				
Raising funds	78,626	7,036	18,070	103,732
Charitable activities	97,426	182,014	58,945	338,385
	<b>176,052</b>	<b>189,050</b>	<b>77,015</b>	<b>442,117</b>

Direct staff and other costs include costs that can be directly attributed to activities. Other direct costs relating to charitable activities includes clinical supervision costs, freelance counsellor costs, and costs relating to the clinical database. Indirect costs, including governance costs, which cannot be directly attributed to activities, are allocated between activities proportionate to the direct costs incurred in those activities.

As part of the charity's five-year strategy for growth there has been continued investment in fundraising over the current and previous year, and in particular investment in starting to grow an experienced team to help the charity achieve its five-year strategy. As a result, there has been an increase in the direct staff costs attributed to raising funds.

A breakdown of expenditure on raising funds between restricted and unrestricted funds can be found in note 6.

A breakdown of charitable expenditure between restricted and unrestricted funds can be found in note 7.

An analysis of staff costs can be found in note 8.

Indirect costs consists of the following:

	Total Funds	Total Funds
	Year ended 31-Mar-24	Year ended 31-Mar-23
	£	£
Staff costs	<b>17,792</b>	17,110
Premises	<b>50,916</b>	32,070
Other people costs	<b>5,752</b>	8,423
Marketing and communications	<b>439</b>	591
Administration	<b>16,676</b>	16,901
Governance	<b>1,980</b>	1,920
	<b>93,555</b>	<b>77,015</b>

5. Total expenditure (continued from previous page)

Governance costs includes:

	<b>Total Funds Year ended 31-Mar-24 £</b>	Total Funds Year ended 31-Mar-23 £
Independent examination	<b>1,980</b>	1,920
	<b>1,980</b>	1,920

6. Expenditure on raising funds

	<b>Unrestricted Funds Year ended 31-Mar-24 £</b>	<b>Restricted Funds Year ended 31-Mar-24 £</b>	<b>Total Funds Year ended 31-Mar-24 £</b>
<b>Year ended 31 March 2024</b>			
Direct staff costs	100,105	-	<b>100,105</b>
Direct other costs	14,753	-	<b>14,753</b>
Total direct costs	<b>114,858</b>	-	<b>114,858</b>
Indirect costs	22,591	-	<b>22,591</b>
	<b>137,449</b>	-	<b>137,449</b>

	Unrestricted Funds Year ended 31-Mar-23 £	Restricted Funds Year ended 31-Mar-23 £	Total Funds Year ended 31-Mar-23 £
<b>Year ended 31 March 2023</b>			
Direct staff costs	71,056	7,570	78,626
Direct other costs	7,036	-	7,036
Total direct costs	78,092	7,570	85,662
Indirect costs	18,070	-	18,070
	96,162	7,570	103,732

As part of the charity's five-year strategy for growth there has been continued investment in fundraising over the current and previous year, and in particular investment in starting to grow an experienced team to help the charity achieve its five-year strategy. As a result, there has been an increase in the direct staff costs attributed to raising funds.

## 7. Expenditure on charitable activities

	Unrestricted Funds	Restricted Funds	Total Funds
	Year ended 31-Mar-24	Year ended 31-Mar-24	Year ended 31-Mar-24
	£	£	£
<b>Year ended 31 March 2024</b>			
Direct staff costs	95,608	10,000	<b>105,608</b>
Direct other costs	110,852	144,329	<b>255,181</b>
<b>Total direct costs</b>	<b>206,460</b>	<b>154,329</b>	<b>360,789</b>
Indirect costs	53,538	17,426	<b>70,964</b>
	<b>259,998</b>	<b>171,755</b>	<b>431,753</b>
	Unrestricted Funds	Restricted Funds	Total Funds
	Year ended 31-Mar-23	Year ended 31-Mar-23	Year ended 31-Mar-23
	£	£	£
<b>Year ended 31 March 2023</b>			
Direct staff costs	97,426	-	97,426
Direct other costs	46,527	135,487	182,014
<b>Total direct costs</b>	143,953	135,487	279,440
Indirect costs	58,945	-	58,945
	202,898	135,487	338,385

## 8. Staff costs

	Total Funds	Total Funds
	Year ended 31-Mar-24	Year ended 31-Mar-23
	£	£
Gross salaries	<b>205,434</b>	178,417
Employers NIC	<b>12,350</b>	9,809
Employers pension	<b>5,721</b>	4,936
	<b>223,505</b>	193,162

The average employed headcount during the period was 10 persons (2023: 8 persons).

No employee received employee benefits of more than £60,000 (2023: Nil).

The total employee benefits paid to key management personnel during the year was £89,078 (2023: £84,303).

The Charity also employs a number of freelance counsellors and clinical supervisors on a freelance basis - these costs reflect within other direct costs in note 7 above.

9. Tangible fixed assets

	Office equipment £	Computer equipment £	Total £
<b>Cost</b>			
As at 1 April 2023	515	4,584	<b>5,099</b>
Additions in year	-	1,679	<b>1,679</b>
As at 31 March 2024	<b>515</b>	<b>6,263</b>	<b>6,778</b>
<b>Accumulated depreciation</b>			
As at 1 April 2023	222	3,538	<b>3,760</b>
Charge in year	103	1,291	<b>1,394</b>
As at 31 March 2024	<b>325</b>	<b>4,829</b>	<b>5,154</b>
<b>Net book value</b>			
As at 1 April 2023	<b>293</b>	<b>1,046</b>	<b>1,339</b>
As at 31 March 2024	<b>190</b>	<b>1,434</b>	<b>1,624</b>

10. Debtors and prepayments

	Total Funds 31-Mar-24 £	Total Funds 31-Mar-23 £
Accounts receivable	<b>11,227</b>	11,880
Prepayments	<b>837</b>	5,128
Rent deposit	<b>11,425</b>	11,425
	<b>23,489</b>	28,433

11. Creditors: amounts falling due within one year

	Total Funds 31-Mar-24 £	Total Funds 31-Mar-23 £
Accruals	<b>2,260</b>	2,032
Office lease rent free benefit	<b>33,808</b>	13,209
HMRC payable	<b>1,891</b>	-
Deferred revenue	-	9,856
Pensions payable	-	929
	<b>37,959</b>	26,026

Deferred revenue in the prior year consisted of grant income to support counselling services in 2023-2024.

## 12. Analysis of charity funds

	Funds brought forward Year ended 31-Mar-24	Income in the period Year ended 31-Mar-24	Expenditure in the period Year ended 31-Mar-24	Transfers between funds Year ended 31-Mar-24	Funds carried forward Year ended 31-Mar-24
	£	£	£	£	£
<b>Year ended 31 March 2024</b>					
Restricted funds					
New premises	57,364	43,917	(101,281)	-	-
Office rent	-	20,000	(3,333)	-	16,667
Harpenden Groups Pilot	6,126	17,000	(20,415)	-	2,711
Counselling services	-	46,726	(46,726)	-	-
<b>Total restricted funds</b>	<b>63,490</b>	<b>127,643</b>	<b>(171,755)</b>	<b>-</b>	<b>19,378</b>
Unrestricted funds					
General fund	209,283	343,202	(397,447)	50,000	205,038
Designated funds					
New premises	50,000	-	-	(50,000)	-
<b>Total designated funds</b>	<b>50,000</b>	<b>-</b>	<b>-</b>	<b>(50,000)</b>	<b>-</b>
<b>Total unrestricted funds</b>	<b>259,283</b>	<b>343,202</b>	<b>(397,447)</b>	<b>-</b>	<b>205,038</b>
<b>Total funds</b>	<b>322,773</b>	<b>470,845</b>	<b>(569,202)</b>	<b>-</b>	<b>224,416</b>

**New premises** restricted fund is funds the charity has received to support the refurbishment of the new premises on London Road.

**Office rent** restricted fund is a grant the charity has received to support the increase in rent costs as a result of the move to the new premises on London Road.

**Harpenden Groups Pilot** grant was awarded to support the groupwork pilot in Harpenden.

**Counselling services** fund consists of a number of grants provided to support the counselling services offered by the charity.

**New premises** designated fund is funds the trustees have set aside to support the search for and fit out of new premises in the next financial year.

At the year end our total reserves stood at 224,416 (2023: £322,773) with £Nil (2023: £50,000) having been set aside for the refurbishment of the new premises which was completed in April 2023, and £19,378 (2023: £63,490) being restricted as to use. This leaves general reserves of £205,038 (2023: £209,283). This is slightly below the current policy of holding at least six months of reserves as per the trustees annual report but deemed to be within safe limits.

12. Analysis of charity funds (continued from previous page)

	Funds brought forward Year ended 31-Mar-23	Income in the period Year ended 31-Mar-23	Expenditure in the period Year ended 31-Mar-23	Transfers between funds Year ended 31-Mar-23	Funds carried forward Year ended 31-Mar-23
Year ended 31 March 2023	£	£	£	£	£
<b>Restricted funds</b>					
New premises	-	90,051	(32,687)	-	57,364
KickStart	-	7,570	(7,570)	-	-
Harpenden Groups Pilot	-	11,000	(4,874)	-	6,126
Counselling services	-	97,926	(97,926)	-	-
<b>Total restricted funds</b>	-	206,547	(143,057)	-	63,490
<b>Unrestricted funds</b>					
General fund	235,524	272,819	(299,060)	-	209,283
<b>Designated funds</b>					
New premises	50,000	-	-	-	50,000
<b>Total designated funds</b>	50,000	-	-	-	50,000
<b>Total unrestricted funds</b>	285,524	272,819	(299,060)	-	259,283
<b>Total funds</b>	285,524	479,366	(442,117)	-	322,773

KickStart grant was awarded to employ staff under the government KickStart scheme.

### 13. Analysis of net assets

	Unrestricted Funds 31-Mar-24 £	Restricted Funds 31-Mar-24 £	Total Funds 31-Mar-24 £
<b>Year ended 31 March 2024</b>			
Fixed assets	1,624	-	<b>1,624</b>
Current assets	241,373	19,378	<b>260,751</b>
Current liabilities	(37,959)	-	<b>(37,959)</b>
	<b>205,038</b>	<b>19,378</b>	<b>224,416</b>

	Unrestricted Funds 31-Mar-23 £	Restricted Funds 31-Mar-23 £	Total Funds 31-Mar-23 £
<b>Year ended 31 March 2023</b>			
Fixed assets	1,339	-	1,339
Current assets	283,970	63,490	347,460
Current liabilities	(26,026)	-	(26,026)
	259,283	63,490	322,773

### 14. Other financial commitments

On 31 March 2024, the Charity had annual future minimum lease payments under a non-cancellable operating lease for the office premises as set out below:

	Total 31-Mar-24 £	Total 31-Mar-23 £
Within one year	<b>45,700</b>	16,511
Within two to five years	<b>123,341</b>	202,849
	<b>169,041</b>	219,360

### 15. Trustee remuneration

During the year, no Trustee received any remuneration (2023: £Nil). No members of the Board of Trustees received reimbursement of expenses (2023: £Nil).

### 16. Related party transactions

During the year there were no related party transactions (2023: £Nil).

### 17. Capital commitments

As of 31 March 2024 the Charity had no outstanding capital commitments (2023: capital commitments related to the refurbishment of the new premises and equipment relating to them of around £70,000).