

Registered Charity Number: 1152097

Registered Company Number: 8466382 (England and Wales)

OFF THE RECORD (TWICKENHAM) LTD

Report and Financial Statements for the year ended 31 March 2022

OFF THE RECORD (TWICKENHAM) LTD

**Report and Financial Statements
for the year ended 31 March 2022**

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A Company Limited by Guarantee No: 8466382

Reference & Administrative Details

Charity Name OFF THE RECORD (TWICKENHAM) LTD

Date of Incorporation 28.03.2013

Registered Company No: 8466382

Charity Registration No. 1152097

Address 2 Church Street
Twickenham
TW1 3NJ

Board of Directors

Sarah Simpson (Chair of Trustees)

Nigel Bloomer (Treasurer)

Sigrid Balmer

James Battersby

Catherine Challands (Resigned 11.10.21)

Phil Checkland

Kirsty Gibbins

Peter Jenkins (Appointed 14.07.22)

Sarah McCarthy

Deirdra Moloney

Samantha Tamaddon (Resigned 14.07.22)

Bankers

The Cooperative Bank

Metro Bank

Shawbrook Bank

Independent Examiner

Dunstanette Kuti FCCA MCSI

Community Accountant

Community Action Sutton

Granfers Community Centre

73-79 Oakhill Rd

Sutton SM1 3AA

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TRUSTEES' REPORT

The Trustees present their report together with the financial statements of the charity for the year ended 31 March 2022.

Structure, governance and management

Off The Record (Twickenham) Ltd is a registered charity constituted under a Memorandum and Articles of Association dated 13 April 2013 and approved by the Charity Commission on 20 May 2013. Off The Record (Twickenham) Ltd is a Company Limited by Guarantee without having a share capital, Company No. 8466382, under a Company Certificate dated 28 March 2013.

The Trustees have examined the major strategic, business and operational risks which the charity faces and confirm that systems have been established to enable regular reports to be produced so that the necessary steps can be taken to lessen these risks.

The power to appoint additional directors by ordinary resolution is vested within the existing Board. The Board of Directors (Trustees) should comprise at least four people (minimum age 16) but the maximum number to be appointed is at their discretion. One third of the Board is required to retire at each Annual Meeting but if willing, trustees may stand for immediate re-election. No maximum term of office is specified in the Articles although this may be determined by an ordinary resolution at the AGM. The existing directors take responsibility for the induction of new directors.

Objectives and activities

The objects of the Charity are specifically restricted to the following:

1. The advancement of education, the protection and preservation of good health and the relief of poverty, distress and sickness of young persons (being persons under the age of 25) in the United Kingdom, particularly the London Borough of Richmond upon Thames.
2. The relief and prevention of suffering caused by mental or physical ill health or by social or economic circumstances among young people by establishing, maintaining and developing a counselling service for the giving of individual or group counselling, and practical advice.

The Trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning future activities.

Reference and Administrative Details

The Charity operates from its registered office at 2 Church Street, Twickenham TW1 3NJ and also delivers services from a range of satellite centres throughout the London Borough of Richmond upon Thames. The project is managed by a full-time Manager, part-time Assistant Manager and Business Manager, and uses freelance, paid staff, and volunteers to achieve its aims.

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Achievements and Performance

The Chair's Report below provides detail about the activities of the project during the year.

Reserves Policy

The Board of Trustees's principal consideration is to ensure that consistency is maintained for the vulnerable young people within its support system and as such, it recognises the importance of developing sufficient free reserves to support the organisation.

The charity's policy is to have reserves of six months restricted and unrestricted expenditure plus a buffer to cover the possibility that funders of, in particular, satellite hubs may not renew funding in the future and that it might take time to find new funders for those activities funded by restricted funds. At the 31st March 2022, this buffer amounted to £123,995 (2021: £174,410).

Financial Review

The charity's total income during the period was £234,487 against a total expenditure of £256,867, giving an operating deficit for the period of £22,380. Net assets of £251,955 are carried forward to the next financial year.

Plans for the Future

Five key developments for 2022-23 will be:-

- To hold a board and operational staff strategy day to set a new 3-5 year business plan for the charity
- To increase our satellite service offer by opening 2-3 new satellite services, and to bring the core service up to full capacity after the lockdown period
- To review and update our risk management processes following the adaptations made during 2020-2021
- To review and consolidate our staffing structures following adaptations made during the pandemic
- To strengthen our community of individual supporters through awareness-raising events to support local giving

Chair's Report

The value of the work of Off the Record Twickenham (OTR) is reflected in the feedback from the young people who came through our doors last year:

"My counsellor never made me feel bad about my thoughts/feelings" (age 16)

"It helped me understand my nervousness" (15)

"I loved that they didn't know much about me so it felt really private" (12)

It is thirty years since the doors of 2, Church Street, Twickenham were first open to young people and OTR continues to remain the only free and confidential counselling, and walk-in information and sexual health service to those aged 11-24 living, working or studying in the borough of Richmond. Providing a safe space where young people can be listened to and not judged has been our core aim.

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It is shocking to understand that our local young people are numbered as being amongst the highest in London for self-harming and demonstrating risky behaviours. As we emerged from the upheavals caused by the pandemic lockdowns, anxiety and stress continue to be key issues, but we have seen a rise in the numbers of young people with a range of complex support needs.

As Covid 19 continued to cast a long shadow over us, the Board's first objective was to ensure that our systems and delivery model were able to respond to the needs of young people through the crisis and beyond. 2021-22 saw a gradual return to our previous service model. Our capacity at Church Street grew from 19 weekly sessions in April to 43 by the end of the financial year. A similar return to capacity took place at our satellite centres - by December 2021 all but two of the centres were running face to face counselling, with 36 sessions available per week by the end of March. Our Online Counselling has now dropped to 5 sessions per week from 34 in April 2021. Our counselling drop-in service saw a gradual increase in numbers during the year; we continue to promote our crisis counselling through outreach work.

None of these developments would have been possible without the enthusiasm and hard work of our Manager, Deborah Kerpner, and her dedicated team of counsellors and amazing office staff who have supported OTR through these challenging times.

Our second objective was to have the necessary resources to deliver an expanded counselling service including staffing structure to support delivery. At the start of the year, a number of counsellors were reluctant to return to face-to-face work, so we began to advertise and actively develop our relationships with the training colleges. Trustees monitor the recruitment need as part of standing agenda reports to Board Meetings. The Board delegated responsibility for HR issues to a new Committee during the year. We also built up our administrative capacity to 36 hours p.w. to help us respond to the continued pressure on our waiting lists. We delivered 3,506 sessions during the year – this is 419 more than the previous year - supporting 1,166 different young people – a significant rise from 1,033 in the previous year - as well as 160 parents and carers of young people. This includes all young visitors to OTR including those attending the drop-in service and the sexual health clinic.

Our third objective was to ensure that the range of funding streams were sufficiently diverse, successful and adequate for our new service model. OTR's Business Committee met six times during the year to advise and make recommendations to the Board on all areas of financial management and reporting; fundraising strategy and oversight; risk management; IT infrastructure; the establishment and compliance with business policies, and procurement and service provider oversight.

Our fourth objective was to review our communication tools, website and literature to ensure they remain relevant and support our key aims. With a greater level of administrative capacity within the staff team, we have been able to give regular attention to our communications, across all media, to support young people, and to engage the wider community in awareness of our work.

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Our fifth objective was to establish a regular review and modification of facilities to ensure that all working practices were safe and accessible for all stakeholders. As part of our ongoing attention to government guidance on providing a safe environment during the pandemic, we worked with our landlord to commission and install a ventilation system to circulate fresh air through our main counselling offices in Church Street (supported by one of our generous donors). OTR regularly reviews and reflects on its practice to be fully compliant with the data protection standards of the NHS Digital Toolkit, on which we are assessed annually.

I would like to thank all members of the Trustee Board for their efforts in the last year. A special thanks to Phil Checkland who is retiring as a Trustee. Phil has been an invaluable member of the Board especially with his contributions to the Business Committee and the review of our IT systems.

Even more thanks are due to our Funders, without which our young people could not be supported. They include Hampton Fund, Richmond Parish Lands Charity, The Barnes Fund, One Richmond, Global Make Some Noise, the Masonic Charitable Foundation and NHS SW London CCG. We were especially delighted to receive funds again from local residents through donations to the Richmond Voluntary Fund.

Young people are particularly keen to support our work: pupils from two schools led fundraising campaigns on our behalf. Students from the Richmond Music Trust performed at our first Summer Concert which was held at St Mary's Church in September 2021. This was a wonderful end to a very successful Summer Fair, where OTR Friends were able to show their prowess once again at running raffle and tombola stalls.

We were also delighted to receive donations from so many individuals and local schools who took on challenges or ran events to raise funds for us. This included the Three Peaks challenge and the London Marathon, while one local surgery held a clothing sale. We also have many generous donors who wish to remain anonymous.

Finally, although I am standing down from the Board at our AGM, I will continue to be involved in running fundraising activities through the Friends of Off the Record. It has been a real privilege to be part of a charity that positively affects so many young lives. I am sure with our Board, Staff team and counsellors, Off the Record will continue to do so for many years to come.



Sarah Simpson, MBE

Chair of the Board of Trustees

September 2022

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Statement of Financial activities for the year ended 31 March 2022

	Note	Restricted Funds £	Unrestricted Funds £	Total Funds 2022 £	Total Funds 2021 £
Income and endowments from:					
Donations and legacies			14,260	14,260	23,621
Charitable activities		163,519	44,321	207,840	252,090
Investments		-	387	387	647
Donated Services & Facilities		12,000	-	12,000	11,884
Total Income	2	175,519	58,968	234,487	288,242
Resources Expended					
Charitable expenditure	3	204,742	51,259	256,001	199,850
Fundraising costs	4	-	866	866	-
Total Expenditure		204,742	52,125	256,867	199,850
Net Income		(29,223)	6,843	(22,380)	88,392
Total funds brought forward		96,361	177,974	274,335	185,943
Total funds carried forward		67,138	184,817	251,955	274,335

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

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Balance sheet as at 31 March 2022

	Note	2022 £	2021 £
FIXED ASSETS			
CURRENT ASSETS			
Debtors	7	25,429	30,167
Cash at Bank and in Hand		291,991	258,259
		317,420	288,426
Creditors: Amounts falling due in one year	8	65,465	14,091
Net Current Assets		251,955	274,335
NET ASSETS		251,955	274,335
 Financed by:			
Restricted Funds		67,138	96,360
Unrestricted Funds		184,817	177,975
TOTAL FUNDS	9	251,955	274,335

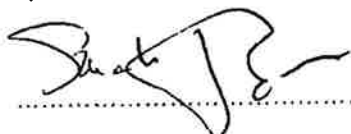
For the financial year ended 31 March 2022, the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.


The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with section 476.

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

These accounts have been prepared in accordance with the provisions applicable to small companies' subject to the small companies' regime and in accordance with FRS102 SORP.

Approved on behalf of the Trustees on 6th October 2022 and signed on their behalf by:


 TRUSTEE


 TRUSTEE

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Notes to the Financial Statements for the year ended 31 March 2022

1. ACCOUNTING POLICIES

1.1a Basis of preparation of the financial statements

The financial statements are prepared under the historical cost convention and in accordance with applicable accounting standards and the Statement of Recommended Practice "Accounting & Reporting by Charities" revised in 2015.

1.1b Fund Accounting

Unrestricted funds are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity.

Restricted funds are subjected to restrictions on their expenditure imposed by the donor or through the terms of a grant.

2. Income

	Restricted Funds £	Unrestricted Funds £	Total Funds 2022 £	Total Funds 2021 £
Donations and legacies				
Donations		10,892	10,892	17,098
Gift Aid		3,368	3,368	6,523
		14,260	14,260	23,621
Charitable activities				
Grants	163,519	4,500	168,019	231,900
Fundraising Events		15,994	15,994	2,972
Commissions and Paid for Services		21,617	21,617	17,218
HMRC JR Scheme		2,210	2,210	
	163,519	44,321	207,840	252,090
Donated Services & Facilities	12,000	-	12,000	11,884
Investment income:				
Interest	-	387	387	647
	175,519	58,968	234,487	288,242

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Notes to the Financial Statements for the year ended 31 March 2022 (continued)

3. Expenditure on Charitable Activities

	Restricted Funds £	Unrestricted Funds £	Total Funds 2022 £	Total Funds 2021 £
Staff Costs	113,474	5,651	119,125	115,066
Professional Services	-	12,400	12,400	-
Project Costs	77,866	17,844	95,710	68,287
Office & Adm	1,402	9,659	11,061	7,542
Admin Costs	-	-	-	4,047
Premises Costs	12,000	5,611	17,611	1,898
Other OTR Costs	-	93	93	3,010
	<u>204,742</u>	<u>51,259</u>	<u>256,001</u>	<u>199,850</u>

4. Fundraising Costs

	Restricted Funds £	Unrestricted Funds £	Total Funds 2022 £	Total Funds 2021 £
Fundraising Costs	-	866	866	-
	<u>-</u>	<u>866</u>	<u>866</u>	<u>-</u>

5. Staff Remuneration Costs

	2022 £	2021 £
Wages and salaries	107,097	87,009
Social security costs	5,179	6,907
Pension costs	1,067	752
	<u>113,343</u>	<u>94,668</u>

The average number of staff employees in the totalled 3 FTE (2021: 3).

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Notes to the Financial Statements for the year ended 31 March 2022 (continued)

6. Trustee Remuneration & Related Party Transactions

No remuneration directly or indirectly out of the funds of the charity was paid or is payable for the year to any trustee or to any person or persons known to be connected with any of them.

No trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity during the year. (2021 - nil).

7 Debtors

	2022	2021
	£	£
Float with Payroll Provider	9,200	9,200
Accrued Income	3,621	20,967
Accounts Receivable	12,608	-
Total	<u>25,429</u>	<u>30,167</u>

8. Creditors: Amounts falling due within one year

	2022	2021
	£	£
Accounts Payable	15,465	-
Deferred Income	50,000	13,947
Accruals	-	144
Total	<u>65,465</u>	<u>14,091</u>

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Notes to the Financial Statements for the year ended 31 March 2022 (continued)

9. Movement in Funds

	B/F 31/3/2021	Receipts	Expended	CF 31/3/2022
	£	£	£	£
<u>Restricted Funds</u>				
Barnes Fund	3,730	14,800	(12,218)	6,312
Civic Pride	900	-	(900)	-
Clarendon	(169)	-	169	-
Global Make Some Noise	-	17,815	(17,815)	-
Hampton Fund	5,750	21,600	(24,955)	2,395
Harlequins	520	-	-	520
National Lottery	2,562	-	(2,562)	-
One Richmond	-	4,800	(3,407)	1,393
Richmond Voluntary Fund	26,667	45,408	(45,408)	26,667
Richmond Parish Lands Charity	37,248	30,096	(53,381)	13,963
Richmond Parish Lands Charity Covid Grant	3,360	-	(1,918)	1,442
SW London CCG	15,793	29,000	(30,346)	14,447
St. Mary's Church	-	12,000	(12,000)	-
	96,361	175,519	(204,742)	67,138
<u>Unrestricted Funds</u>				
General	177,974	58,968	(52,125)	184,817
	274,335	234,487	(256,867)	251,955

Barnes Fund – funding for 2 satellite counselling services in the Barnes area

Global Make Some Noise – funding for providing counselling to young people in crisis

Hampton Fund – funding for 3 satellite counselling services in Hampton, Hampton Hill and Teddington

Harlequins – funding for laptops to facilitate remote counselling sessions

One Richmond – funding for a helpline for parents of vulnerable young people in their care

Richmond Parish Lands Charity – funding for crisis counselling, satellite counselling services in Ham, Richmond and East Twickenham, training for counsellors, and overhead costs for the core counselling service

Richmond Paris Lands Charity Covid Grant – covid grant received to provide additional counselling for young people during the pandemic

Richmond Voluntary Fund – a fund into which local community residents donate to local organisations who make a difference to the lives of vulnerable people in Richmond upon Thames.

SW London CCG – funding for engagement with the CAMHS SPA, providing crisis counselling sessions at the OTR main centre and satellite counselling services in the Whitton and Hampton Hill areas

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Independent Examiner's Report on the Accounts

I report on the accounts for the charity for the year ended 31st March 2022.

Respective responsibilities of trustees and examiner

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

It is my responsibility to:

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

Basis of independent review

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

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

(1) which gives me reasonable cause to believe that in any material respect the Trustees have not met the requirements:

- to keep accounting records in accordance with section 130 of the Charities Act; and
- to prepare accounts which accord with the accounting records, and comply with the accounting requirements of the 2011 Charities Act

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



Name: Dunstanette Kuti, FCCA MCSI

Position: Community Accountant

Community Action Sutton

Granfers Community Centre, 73-79 Oakhill Road, Sutton, Surrey, SM1 3AA

Date: 11/02, 2022