



Counselling and information for young people in Richmond borough

OFF THE RECORD (TWICKENHAM) LTD

Annual Report and Financial Statements for the year ended 31st March 2023

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for the year ended 31st March 2023

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About Off The Record

Off The Record (OTR) supports young people aged 11 to 24, who live, study or work in Richmond Borough, by providing counselling, information and a sexual health clinic. Our aim is to provide a place where all young people feel welcome when they are in need of support. The services are free and confidential, always so important to young people.

OTR is a relaxed and non-clinical centre with counselling rooms and a small waiting area with leaflets and information. We also run a number of satellites across the borough. The wellbeing of young people is at the heart of our work, and our services support them to develop resilience and make informed life choices.

Many young people who come to us are desperately seeking help and are often reluctant to talk to parents or to visit statutory services. Although there is a wait for weekly counselling we have no cut-off threshold, so everyone can come here for early help when problems are just developing. This helps prevent a lot of suffering later in life.

We are compliant with the NHS *Data Protection & Security Toolkit* through annual assessment against the National Data Guardian's ten data security standards. The sexual health clinic is staffed by specialist NHS nurses.

Service Delivery



The service was very busy throughout the year, as always, but the longer-term effects of Covid have also shown themselves in the increased severity of the issues that young people are still dealing with. The disruption in routine, and in life plans and expectations seriously destabilized a lot of young people who still continue to struggle with the long-term effects of this on their lives – both practically and emotionally.



This meant that OTR felt under greater pressure than in previous years to be able to respond quickly to those contacting us with high levels of distress. Because we offer both a drop-in service and 6 weekly slots that are dedicated to providing single sessions for new or distressed clients waiting for regular sessions we are able to provide some flexibility in offering support quickly. Anyone who needed to be seen quickly could always be offered at least a one-off session, at any time.

Our Monday drop-in sexual health clinic continued to provide services to young people up to the age of 18. Our counselling drop-in service saw a gradual increase in numbers during the year; and we promoted all our services through outreach work in schools, and networking meetings with other services.

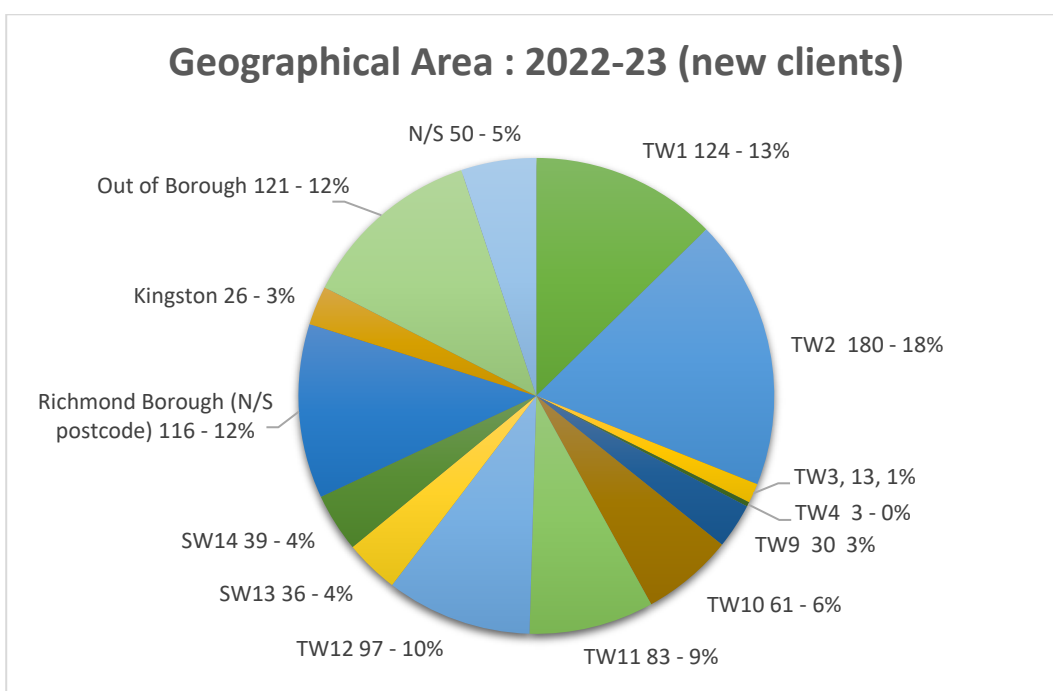
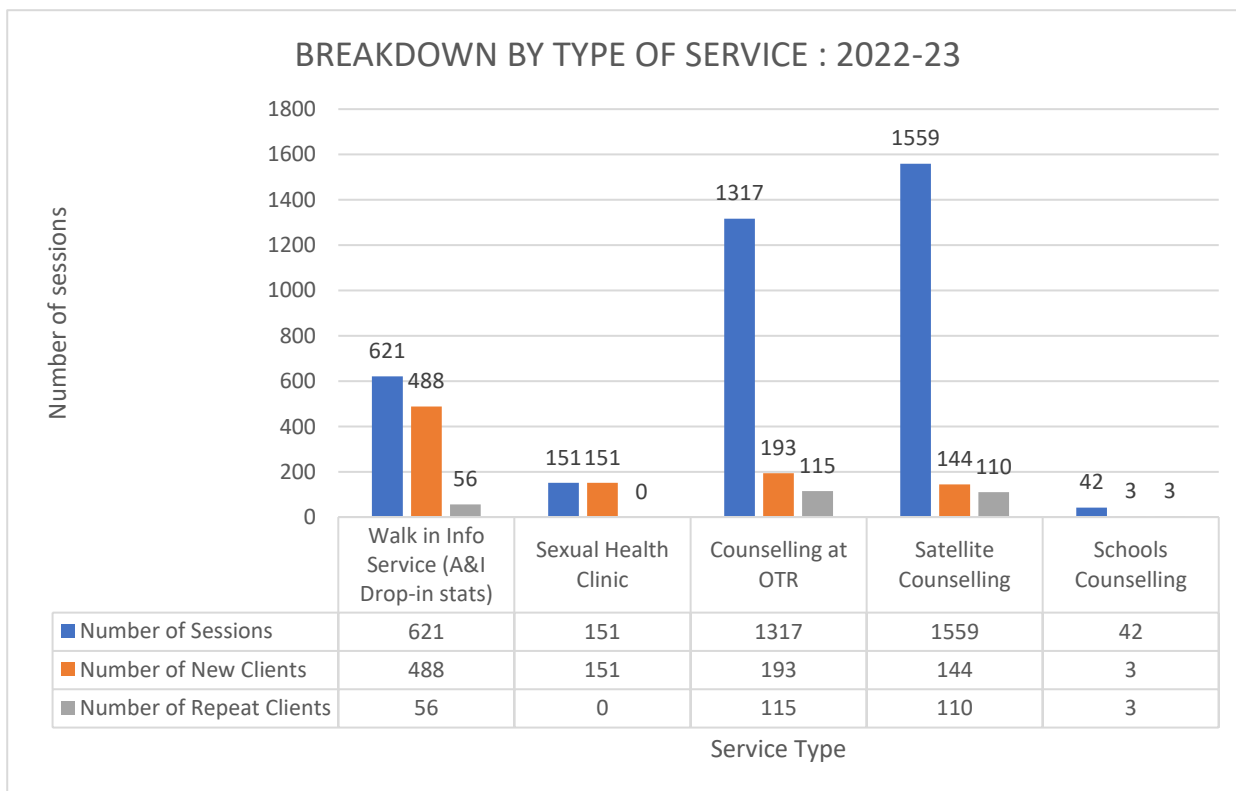
Extent of Service 2022-2023

	979 young people came to us for help for the first time and we delivered 3690 sessions of support across the whole service
	38% Healthcare referrals to OTR Vital service directly supporting statutory healthcare agencies

Service delivery statistics:

Overall we delivered 3,690 sessions of support during the year (184 more than the previous year) supporting 1,263 different young people (97 more than last year). This included 979 new young people and 284 returning from previous years.

We provided 115 sessions to parents and carers of young people. We also visited 17 school assemblies in 4 borough secondary schools, and met with our Young People’s Advisory Group



Our services in the year:

Counselling We increased our counselling capacity once more by expanding our satellite service this year - we opened three new satellite hubs to run a counselling project providing 9 weekly sessions of support to young people from the Kingston borough. This is the first time we have been able to offer counselling to Kingston's young people – we hope that the funding will be renewed so that this service can continue. In total, we are now running a total of 15 satellite counselling services in 10 different area hubs, including one online satellite, providing a total of 45 counselling sessions per week. Our satellite services are small counselling hubs across the borough, covering Hampton, Hampton Hill, Whitton, Teddington, Richmond, Ham, Barnes, and now Kingston, enabling young people to access counselling close to home.

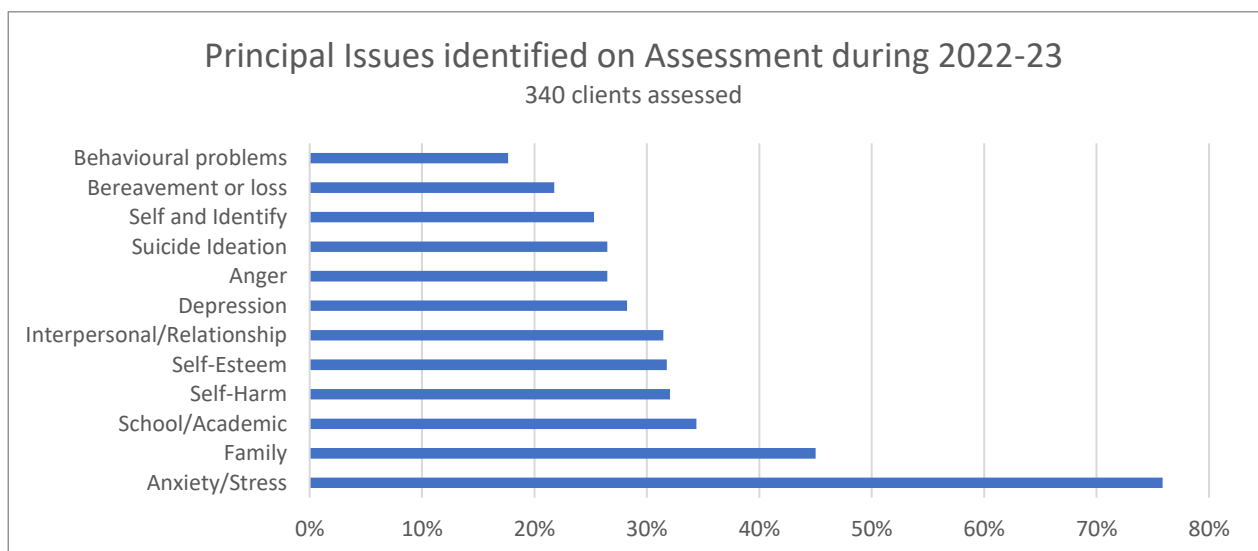
Online counselling: Now that our counselling has returned to face-to-face services again we have retained some online counselling to support those who struggle to attend in person. Online counselling is not a popular option with most of our young clients so our offer is proportional to demand

Skylarks Charity: we continued our very successful collaboration with Skylarks Charity to provide 6 weekly sessions of counselling support to young people with disabilities and additional needs

Crisis Interventions: We continued to run 6 bookable one-off sessions per week which provided immediate support to around 290 young people in crisis per annum

Outreach in schools: we visited 4 schools and talked to pupils in 17 school assemblies about Off The Record's services. We also talked about mental and emotional health, with some basic tips on how to manage this

Young People's Advisory Group (YPAG): YPAG provides a vital first-hand experience of the issues affecting young people in our Borough. Members of the group met with us to discuss, amongst other things, a suicide guidance project that OTR was collaborating on with Richmond and Wandsworth Council, and supported our interviews with new counsellors



Whilst the chart above shows the principal issues identified at assessment stage, young people come to us with very wide-ranging issues, and many more emerge when they start their course of regular counselling sessions. We always find that self-harm is one issue that may not be picked up in the initial session but emerges increasingly as the young person becomes more confident that they are in a safe space to talk.

Our Impact

Feedback based on 95 anonymously-completed counselling client feedback questionnaires:

I understand myself better	94%
I feel more able to overcome life's challenges	84%
My relationships with others have improved	78%
I feel more positive about the future	92%
Counselling has definitely helped me	96%

Service Feedback

Client Counselling feedback – what helped

It's been a life-changing experience and I'm in a much better place than I was at the start (age 18)

Talking about my behaviour, how I dealt with things but also why I have extreme reactions. I felt that I now have a clear view of how I am going to continue with my career and friends and family (age 23)

I was listened to, taken seriously and cared for (age 13)

My counsellor was very kind and made me feel that my problems were valid (age 15)

It helped my think more about myself, my personal life and my decisions (age 12)

It just helped by talking to someone who aren't my parents and expressing how I am feeling (age 12)

I found the root of a lot of my big issues and was able to address them on a smaller scale (age 19)

My relationship with my counsellor felt like such a safe and supportive space for me to be totally honest and true to myself. She not only listened actively, but helped me to see situations in a different, more clear light. She made me feel empowered and more able to face certain situations, and gave me the tools to be able to control my own thoughts and feelings better (age 23)

Young people's anonymous feedback on their relationship with their counsellor was extremely positive. The percentage who agreed with these statements is shown below:

My counsellor is supportive	100%
I feel listened to and understood	100%
I feel safe to talk about anything I want to	98%
My views and worries are taken seriously	95%

Parent feedback

Parent 1:

"A big thank you from me and my daughter. You very kindly found a space for her to see one of your counsellors, and it honestly made a huge difference to both of us. It gave her some vital coping mechanisms that have gone a long way to allowing her to lead a more normal life again, and for me it was a real comfort to know that there was a place she could go to talk, that things weren't helpless or beyond our control.

We were referred to you via our GP but I was already aware of you through a friend"

Parent 2:

"Last week was my son's last counselling session. I just wanted to thank you for your hard work and the great support you have provided us. What a positive change! Lately, he has displayed much less anxiety, he has been getting on well at school and at home he has been kind to his parents and his dog"

Parent 3:

"Thank you so much to all of you at Off The Record for all the support you have given my daughter. A particular thanks to her counsellor and for finding a slot so quickly. Her confidence has just grown and grown and she is back out there, socialising with her friends and back doing what a 13 year old should be again"

Case History (disguised)

Nisha, age 20

Brief history:

Nisha came from a very protected Pakistani family with a lot of mental health issues. She was feeling suicidal and had previously attempted suicide twice. She had an eating disorder - was binge-eating and feeling anxious, with many questions around her future and possible career.

Nisha was not offered support by the eating disorders or crisis team; her GP recommended OTR

How the counselling helped:

- Nisha found that just the act of talking freely about her issues was really useful
 - The counsellor used charts and tools to help understand what was going on, with visual maps of processes
 - Nisha felt she could trust the counsellor and that, importantly, the counsellor believed in her. She found it easy to talk with her whereas she couldn't talk with her mum or sister at home as they would "blow up"
- Nisha was able to work through all the confusion in her head, and gain a better understanding of herself and what was going on

Outcomes of therapy:

- Before counselling, Nisha felt she couldn't be honest because she feared her family finding out. With her counsellor, her thoughts, feelings and experiences were validated and this helped her to process them and accept them. This created a vast shift in her attitude to herself – she began to relax for the first time in her life
- Nisha learned coping mechanisms – and developed much healthier views and habits around food
- She understood her feelings and behaviours more, and no longer felt suicidal
- Nisha felt the counselling had been a such a positive experience and she would be willing to engage again in the future, should she need to.

Reference & Administrative Details

Board of Directors (Trustees)	Peter Jenkins (Chair) – Appointed 14/07/22 Christopher Whistler (Treasurer) – Appointed 01/01/23 Rajesh Bakramia – Appointed 01/01/23 Sigrid Balmer James Battersby Nigel Bloomer Phil Checkland – Resigned 10/10/22 Claire Holt – Appointed 01/01/23 Sarah McCarthy Kirsty Gibbins – Resigned 22/05/23 Deirdra Moloney Sarah Simpson – Resigned 10/10/22 Samantha Tamaddon – Resigned 14/07/22 Charlotte West – Appointed 01/01/23
Registered Company number	8466382
Charity Registration number	1152097
Registered Office address	2 Church Street Twickenham TW1 3NJ
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

Chair's Report

There have been some changes at Off The Record this year (principally at trustee level), but on the ground we continue to do what we have always done, which is to provide 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 London Borough of Richmond upon Thames. We have provided a safe space where young people can be listened to and not judged for the last 30 years.

And this service is needed more than ever. Sadly, it is no surprise to us that our local young people are numbered as being amongst the highest in London for self-harming and demonstrating risky behaviours. Two years on from the upheavals caused by the pandemic, anxiety and stress continue to be key issues for young people and we have also seen a rise in the numbers of young people with a range of complex support needs.

The Trustees' Report on the following pages sets out the details of what we did to respond to these needs over the year to 31st March 2023 and also what we are intending to do this year.

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 office staff who have continued to deliver an excellent service in challenging times.

Our clients continue to really value the services that we provide and we get excellent feedback from them. Almost all of our clients say that our counselling definitely helped them and that after our counselling they understood themselves better, they were more able to overcome life's challenges and that they felt more positive about the future.

Our two biggest challenges are the recruitment of high-quality counsellors to meet the demand which we have for our services and the raising of sufficient funding to keep the service going at current capacity and ideally to expand in the future.

I would like to thank all of those who funded us last year. We received grant funding from Richmond Parish Lands Charity, The Barnes Fund, the Masonic Charitable Foundation, NHS SW London CCG/Integrated Care services, Hampton Fund and The Richmond Voluntary Fund. We also once again, received free office accommodation from St Mary's Church, Twickenham.

I would like to thank all members of the Trustee Board for their efforts in the last year and especially thank Sarah Simpson who retired as Chair at last year's AGM, after nine years on the Board and two years as Chair. She contributed so much to Off The Record over that period and I am pleased that she is still involved, leading our 'Friends of Off The Record' group.

We recruited four new trustees, who all started in January 2023. They have a very good range of skills and experience to contribute to the development of the charity.

As Sarah said to me when I joined as Chair, it is a real privilege to be part of a charity that positively affects so many young lives. I fully agree with her about this and I look forward to working with our Board members, Staff team and counsellors, to help deliver the essential services which Off The Record provides over the coming years.

Peter Jenkins

Chair of the Board of Trustees

Trustees' Report

The Trustees present their annual report together with the financial statements of the Charity for the year ended 31st March 2023. The Annual Report serves the purposes of both a trustees' report and a directors' report under company law. The Trustees confirm that the Annual Report and Financial Statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102).

Since the company qualifies as small under section 382 of the Companies Act 2006, the strategic report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

Our Vision, Mission, Principles and Ways of working

Our **vision** is that every young person has a welcoming space where they feel valued, supported and listened to.

Our **mission** is to provide free, confidential and accessible information and counselling, to support young people's emotional and mental well-being when they are in need.

We have the following **principles**:

1. To be young people-centred and valuing their contribution in all aspects of service development and delivery
2. To provide a personal, responsive and inclusive service
3. To follow safe, effective and professional ways of working
4. To be friendly and informal and to value honesty, flexibility, integrity, and well-being
5. To champion the welfare of young people with a non-judgemental and empathic approach

In delivering our services we aim to:

- Take all reasonable steps to ensure young people's safety and well-being
- Work towards equality of access
- Provide competent, high-quality staff who are supported, supervised and trained, in accordance with our safer recruitment policy
- Involve young people at every level of our work
- Work alongside other agencies, recognising and valuing differences in ethos and approach
- Acknowledge inequalities and seek to counter oppression and discrimination
- Maintain high standards of monitoring and evaluation of our services
- Meet high standards of information governance and data security
- Achieve kite-marks and quality standards where appropriate

Objectives and activities

1) Policies and objectives

As set out in our Articles of Association, the objects of the Charity are:

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.

2) Public benefit

The work of the Charity is to support young people's emotional and mental well-being when they are in need.

The Trustees confirm that they have taken due account of 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.

Achievements and performance

Developments in the year to 31st March 2023

We delivered 3,690 sessions during the year, which is 5% more than the previous year, supporting 1,263 different young people – an 8% increase on the previous year. We also supported 115 parents and carers of young people. Our counselling drop-in service saw 544 young people and we provided bookable counselling sessions to 568 young people. During the year we visited four different schools and spoke at 17 school assemblies.

We identified five key objectives for the year and we made progress against all of these as follows:

- 1) To hold a board and operational staff strategy day to set a new 3-5 year business plan for the Charity.**

We held such a day in September 2022, with full Board and staff attendance and also representation from the counselling team. We undertook a detailed review of the whole service and from this we developed a consensus view of how we want the service to develop in the future. This formed the basis for the production of the budget and objectives for the year to 31st March 2024.

- 2) 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.**

We increased our satellite service by three new satellites, enabling us to expand by nine counselling slots a week. Although we managed to recruit nine new counsellors, with nine longer-serving counsellors leaving, we still needed to recruit more in order to maintain a full service. Like other youth counselling services, Off The Record (Twickenham) is struggling to find youth counsellors as the restrictions on working with under age 16s are much stricter than they have been in the past.

- 3) To review and update our risk management processes following the adaptations made during 2020-2021.**

We commissioned an independent IT company to review our IT systems and their report was discussed by staff and trustees. Agreed actions will be implemented in the year to 31st March 2024. We started a data clean up exercise, resulting in deleting some data and we made our online data more secure by restricting access to certain data. These actions will all lead to a more secure IT environment. In addition, a decision was made to switch our accounting software package onto QuickBooks from 1st April 2023.

- 4) To review and consolidate our staffing structures following adaptations made during the pandemic.**

Staffing was reviewed and it was decided to take on a new part-time assistant manager to support the counselling service, whilst keeping a part-time online management post. We also increased the admin hours with a new 10-hour post, which replaced a temporary management cover post which supported the service during the transition back from online counselling in the pandemic to face to face counselling.

- 5) To strengthen our community of individual supporters through awareness-raising events to support local giving.**

This has started, but more needs to be done. Donations increased from £10,892 to £17,732, but income from fundraising events fell from £15,994 to £9,830. During the year, we had a presence at many local events that generated interest in our work and generated funds. These included: High Tide Music Festival in Twickenham, the Teddington and Hampton Music Festival, St Margarets Fair, Eel Pie Records open studio and record fair events and an open mic event at One One Four restaurant in Teddington. Once again, we had a very successful carol concert at St Mary's Church, Twickenham.

Plans for the future

Our key objectives for the year to 31st March 2024 are:

- Diversify our fundraising in order to maintain sufficient resources to operate at our current capacity
- Maintain and maximise current service offer at highest possible capacity, including review of newly-opened services and appropriate reach across all young people
- Support infrastructure and service delivery with review and upgrade of IT systems, ensuring GDPR compliance
- Improve efficiency through reviewing administrative systems, such as database and booking process
- Update outreach and communications through improved use of digital resources to promote service to clients and stakeholders and to support fundraising efforts.

Financial review

1) Overview

The Charity's total income during the period was £276,577 (2022: £234,487) against a total expenditure of £286,478 (2022: £256,867), giving an operating deficit for the period of £9,901 (2022: £22,380). Reserves of £242,054 (2022: £251,955) are carried forward to the next financial year.

The Board receives a financial report quarterly showing income, expenditure, current resources and commitments. The Board approves an annual budget and regularly reviews forecasts of income and expenditure.

2) Reserves policy

The Board of Trustees' principal consideration is to ensure that consistency is maintained for the vulnerable young people within its support system and, to that end, 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 31st March 2023, this buffer amounted to £98,815 (2022: £123,522). It is likely that this buffer will be significantly eroded in the year to 31st March 2024, as funding received in previous years is utilised.

3) Material investments policy

The Charity can invest money not required for its immediate purposes in investments, securities or property, subject to conditions or consents as may be required by law. At 31st March 2023, £167,636 was held in two interest earning bank deposit accounts.

4) Principal funding

As noted in the Chair's Report, we received grant funding from Richmond Parish Lands Charity, The Barnes Fund, NHS SW London CCG/Integrated Care services, Hampton Fund, The Richmond Voluntary Fund. We also received funding from Blythe Watson Charitable Trust and William Grant & Sons in the year to 31st March 2023 and from local groups including the Twickenham on Thames Rotary Club, the Masonic Charitable Foundation and The Arts Society Richmond. We also, once again, received free office accommodation from St Mary's Church, Twickenham

As well as our main funders, who are vital to our service, we are always very touched and grateful to all those local groups and individuals who are so keen to put on events or support us in other ways.

This year this has included Open Mic events at One One Four in Teddington, the Three Peaks walk by Radnor House School, Munira Wilson who ran the Cabbage Patch 10, our own Trustee James Battersby who cycled the RideLondon (in Surrey), Eel Pie Open studios, Eel Pie Records in Church Street, Vince Cable who donated his fee for a talk, the Working Women's Network, the Jazz Sanctuary in St Margaret's, the Teddington and Hampton Music Festival, the Richmond Arts Society, Wyke Green Ladies Golf Club, Frances Squire who contributed generously to our new ventilation system, along with many other very generous individuals who made donations. Very sadly one of our ex-counsellors, Fiona, passed away this year and we were all touched by her very moving memorial and the generous contributions made to OTR in her memory.

OTR also ran a number of our own fundraising events which included a raffle at the Twickenham High Tide event and a tombola at St Margaret's fair. We also held our Christmas Carol concert once again, for the first time since the pandemic. While these events do not necessarily raise huge sums, we feel that it's really important to have an opportunity to meet with our supporters and get involved in our community.

We are always thrilled, at these events, by how many people come up to us to share their gratitude at how our support has changed the lives of their children, friends or relatives, and it's wonderful for our trustees and supporters to hear these stories directly from the families who have been affected.

Structure, governance and management

1) Governing document

Off The Record (Twickenham) Ltd is a registered charity constituted under a Memorandum and Articles of Association dated 13th 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.

2) Operations

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 Charity is managed by a full-time Manager, two part-time Assistant Managers and Business Manager, and uses freelance, paid staff, and volunteers to achieve its aims.

3) Structure of and Appointment to the Board

The power to appoint additional directors is vested within the existing Board. The Board of Directors (Trustees) should comprise at least four people (minimum age 16), but there is no maximum number specified in the Articles of Association. One third of the Board is required to retire at each Annual General Meeting. No maximum term of office for directors is currently specified in the Articles of Association but it is planned to change this during the year to 31st March 2024.

4) Recruitment of trustees, induction and training

Existing trustees complete details of their skills and experience and these are considered when recruiting for new trustees. Ideally new trustees fill any gaps in experience and skills of the existing trustees.

A comprehensive induction of all new trustees takes place by providing them with information about what it means to be a charity trustee and information specific to Off The Record. This is followed by a face-to-face discussion of these documents. Ongoing training is provided to trustees as appropriate. In the year to 31st March 2024, all trustees will undertake training on safeguarding.

5) Risk management

The Trustees have examined the major strategic, business and operational risks which the Charity faces and are satisfied that systems have been established and that there are appropriate reports to lessen these risks.

6) Going concern

After making appropriate enquiries, the Trustees have a reasonable expectation that the Charity has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

Statement of Trustees' Responsibilities for the year ended 31 March 2023

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

Company law requires the Trustees to prepare financial statements for each financial year. 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 company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgements and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the company's transactions and disclose with reasonable accuracy at any time the financial position of the company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In preparing this report, the Trustees have taken advantage of the small companies exemptions provided by section 415A of the Companies Act 2006.

Approved by order of the Board of Trustees and signed on its behalf by:

.....
Mr P Jenkins

.....
Mr C Whistler

Independent Examiner's Report on the Financial Statements

I report on the accounts for the charity for the year ended 31st March 2023.

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: , 2023

Statement of Financial Activities for the year ended 31st March 2023

	Note	Restricted funds £	Unrestricted funds £	Total funds 2023 £	Total funds 2022 £
Income and Endowment from:					
Donations and legacies		-	22,191	22,191	14,260
Charitable activities		206,396	35,577	241,973	207,840
Investments		-	413	413	387
Donated services & facilities		12,000	-	12,000	12,000
Total income	2	218,396	58,181	276,577	234,487
Resources expended					
Charitable expenditure	3	212,239	73,325	285,564	256,001
Fundraising costs	4	-	914	914	866
Total expenditure		212,239	74,239	286,478	256,867
Net income		6,157	(16,058)	(9,901)	(22,380)
Total funds brought forward		67,138	184,817	251,955	274,335
Total funds carried forward		73,295	168,759	242,054	251,955

The Statement of Financial Activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

OFF THE RECORD (TWICKENHAM) LTD
(A company limited by guarantee)

Balance Sheet as at 31 March 2023

	Note	2023		2022	
		£	£	£	£
Current assets					
Debtors	7	25,129		25,429	
Cash at bank and in hand		285,118		291,991	
		310,247		317,420	
Creditors:					
Amounts falling due in one year	8	68,193		65,465	
Net current assets			242,054		251,955
Net assets			242,054		251,955
 Charity funds:					
Restricted funds			73,295		67,138
Unrestricted funds			168,759		184,817
Total funds	9		242,054		251,955

For the financial year ended 31st March 2023, 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 2023 and signed on their behalf by:

..... Trustee

.....Trustee

Notes to the Financial Statements for the year ended 31st March 2023

1. Accounting policies

1.1 Basis of preparation of the financial statements

The Financial Statements are prepared under the historical cost convention and in accordance with applicable accounting standards (FRS 102), the Statement of Recommended Practice "Accounting & Reporting by Charities" (effective 1st January 2019) and the Companies Act 2006.

1.2 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.

1.3 Income

All income is recognised once the company has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Grants are included in the Statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

1.4 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the company's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

1.5 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered.

Prepayments are valued at the amount prepaid net of any trade discounts due.

1.6 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the company anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation.

OFF THE RECORD (TWICKENHAM) LTD
(A company limited by guarantee)

Notes to the Financial Statements for the year ended 31st March 2023 (continued)

2. Income

	Restricted funds	Unrestricted funds	Total funds	Total funds
			2023	2022
	£	£	£	£
Donations and legacies				
Donations	-	17,732	17,732	10,892
Gift Aid	-	4,459	4,459	3,368
	-	22,191	22,191	14,260
Charitable activities				
Grants	206,396	4,500	210,896	168,019
Fundraising events	-	9,830	9,830	15,994
Commissions and paid for services	-	21,247	21,247	21,617
HMRC JR Scheme	-	-	-	2,210
	206,396	35,577	241,973	207,840
Donated services & facilities				
	12,000	-	12,000	12,000
Investment income:				
Interest	-	413	413	387
	218,396	58,181	276,577	234,487

Notes to the Financial Statements for the year ended 31st March 2023 (continued)

3. Expenditure on charitable activities

	Restricted Funds	Unrestricted Funds	Total Funds 2023	Total Funds 2022
	£	£	£	£
Staff costs	103,995	47,480	151,475	119,125
Professional services	-	13,115	13,115	12,400
Project costs	95,720	-	95,720	95,710
Office & Admin costs	524	6,727	7,251	11,061
Premises costs	12,000	2,095	14,095	17,611
Other OTR Costs	-	3,538	3,538	93
	212,239	72,955	285,194	256,001
Governance costs	-	370	370	-
	212,239	73,325	285,564	256,001

Fees paid to the Charity's Independent Examiner for the independent examination of the Charity's accounts were £1,200 (2022: £910). No other fees were paid to them.

4. Fundraising costs

	Restricted Funds	Unrestricted Funds	Total Funds 2023	Total Funds 2022
	£	£	£	£
Fundraising costs	-	914	914	866
	-	914	914	866

Notes to the Financial Statements for the year ended 31st March 2023 (continued)

5. Staff remuneration costs and pensions

	2023	2022
	£	£
Wages and salaries	122,491	107,097
Social security costs	5,743	5,179
Pension costs	1,315	1,067
	129,549	113,343
	129,549	113,343

The average number of staff employees in the totalled 4 FTE (2022: 3).

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

The Charity operates a defined contribution pension scheme and the assets of the scheme are held separately from those of the Charity in an independently administered fund. The pension cost charge of £1,315 (2022: £1,067) were the contributions paid by the Charity to the fund.

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. (2022 - nil).

7. Debtors

	2023	2022
	£	£
Float with payroll provider	10,900	9,200
Accrued income	12,347	3,621
Accounts receivable	1,450	12,608
Prepayments	432	-
Total	25,129	25,429
	25,129	25,429

8. Creditors: Amounts falling due within one year

	2023	2022
	£	£
Accounts payable	13,193	15,465
Deferred income	55,000	50,000
Total	68,193	65,465
	68,193	65,465

Notes to the Financial Statements for the year ended 31st March 2023 (continued)

9. Movement in funds

	C/F at 31/3/2022	Income	Expenditure	C/F at 31/3/2023
	£	£	£	£
<u>Restricted Funds</u>				
Barnes Fund	6,312	15,776	(13,364)	8,724
Hampton Fund	2,395	-	(2,395)	-
Harlequins	520	-	(520)	-
Integrated Care Services	-	87,000	(22,428)	64,572
One Richmond	1,393	-	(1,393)	-
Richmond Parish Lands Charity	13,963	50,000	(63,963)	-
Richmond Parish Lands Covid Fund	1,442	-	(1,442)	-
Richmond Voluntary Fund	26,667	24,620	(51,287)	-
SW London CCG	14,447	29,000	(43,447)	-
St Mary's Church, Twickenham	-	12,000	-	-
-	67,138	218,396	(212,239)	73,295
<u>Unrestricted Funds</u>				
	184,817	58,181	(74,239)	168,759
	251,955	276,577	(286,478)	242,054

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

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

Harlequins – funding for laptops to facilitate remote counselling sessions.

Integrated Care Services – one off funding to establish additional counselling provision in Kingston and Richmond.

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 Parish 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 Off The Record main centre and satellite counselling services in the Whitton and Hampton Hill areas.

St Mary's Church, Twickenham – provision of free office accommodation