

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

**OFF THE RECORD (TWICKENHAM) LTD**

**Trustees' Annual Report and Financial Statements**  
**for the year ended 31<sup>st</sup> March 2024**

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**(A company limited by guarantee)**

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**REFERENCE & ADMINISTRATIVE DETAILS**

<b>Board of Directors (Trustees)</b>	Peter Jenkins (Chair) Christopher Whistler (Treasurer) Rajesh Bakrania Sigrid Balmer – Resigned 15/11/23 James Battersby – Resigned 15/11/23 Nigel Bloomer - Resigned 15/11/23 Deborah Fearn – Appointed 15/11/23 Kirsty Gibbins – Resigned 22/5/23 Claire Haynes – Appointed 15/11/23 Claire Holt Sarah McCarthy Deirdra Moloney – Resigned 15/11/23 Laura Stewart – Appointed 15/11/23 Charlotte West Philip Woodford – Appointed 15/11/23
<b>Registered Company number</b>	8466382
<b>Charity Registration number</b>	1152097
<b>Registered Office address</b>	2 Church Street Twickenham TW1 3NJ
<b>Bankers</b>	The Cooperative Bank Redwood Bank Cambridge & Counties Bank
<b>Independent Examiner</b>	Debby Metcalf FCA

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

## ABOUT OFF THE RECORD TWICKENHAM

**Off The Record (OTR)** exists to support young people aged 11 to 24, who live, study or work in Richmond Borough, by providing counselling, walk-in information and a sexual health clinic. We aim to provide a place where all young people feel welcome when they are in need of support. The services are free and confidential, both of which are vitally important to young people, and therefore to us.

**Our centre in Twickenham** is relaxed and non-clinical with counselling rooms and a small waiting area with leaflets and posters. Walk-in and appointment-based counselling takes place here.

**Counselling** We also run weekly counselling sessions in 9 satellite hubs across the borough, providing 42 additional weekly sessions of counselling – these make the counselling more accessible to young people living at the edges of the borough. We offer online counselling, to meet the relatively small demand but face to face counselling is still the strongly preferred choice. We can provide counselling in schools.



While there is a wait for weekly counselling, we offer an initial session to everyone who contacts us, usually within 2-3 weeks, or they can access the drop-in service, staffed by an experienced counselling manager. In this way immediate help is available while young people are on the waiting list for 12 sessions, so there is always someone to talk to right when they need it.

**Sexual health + Drop-in** We have a dedicated drop-in sexual health clinic on Mondays for 13-18 year olds, run in partnership with the Central London Community Health Care NHS Trust. Our drop-in service, from Tuesday to Saturday also offers low threshold sexual health support - condoms, chlamydia and pregnancy testing, and the opportunity to chat about sexual health and relationships, or anything else a young person might want to bring. We also provide a parent helpline for parents struggling with their children's emotional wellbeing.

**Our approach** We support young people during challenging times, to help them get 'back on their feet'. Our approach is client-centred, meaning it is tailored to young people's needs and values, and is respectful and responsive to them. Their sessions are led by them and what feels most important, rather than us telling them what to do or what to talk about, which offers a different relational dynamic to what they often experience with other adults in their lives. This relational approach, as opposed to behavioural solutions, provides a safe and confidential space where young people feel heard and accepted, and is both validating and empowering.

**Our clients** Many young people who come to us are desperately seeking help and are often reluctant to talk to parents or to visit statutory services. Our clients present with a very wide range of issues including anxiety and panic attacks, self-harm, bereavement, suicidal thoughts, and family, friendship and school issues. We have no 'cut-off' level of severity for who we will see, so everyone can come here for early help when problems are just developing. This helps prevent a lot of suffering later in life. Unfortunately many of our clients are already in crisis by the time they contact us for help.

### Service 2023-2024

	<p><b>874</b> new young people came to us for help for the first time <b>1127</b> different (new + returning) young people used the service <b>3469</b> sessions of support were delivered across the whole service <b>214</b> additional parent sessions were provided</p>
	<p><b>39% Healthcare referrals to OTR</b> Vital service directly supporting statutory healthcare agencies</p>

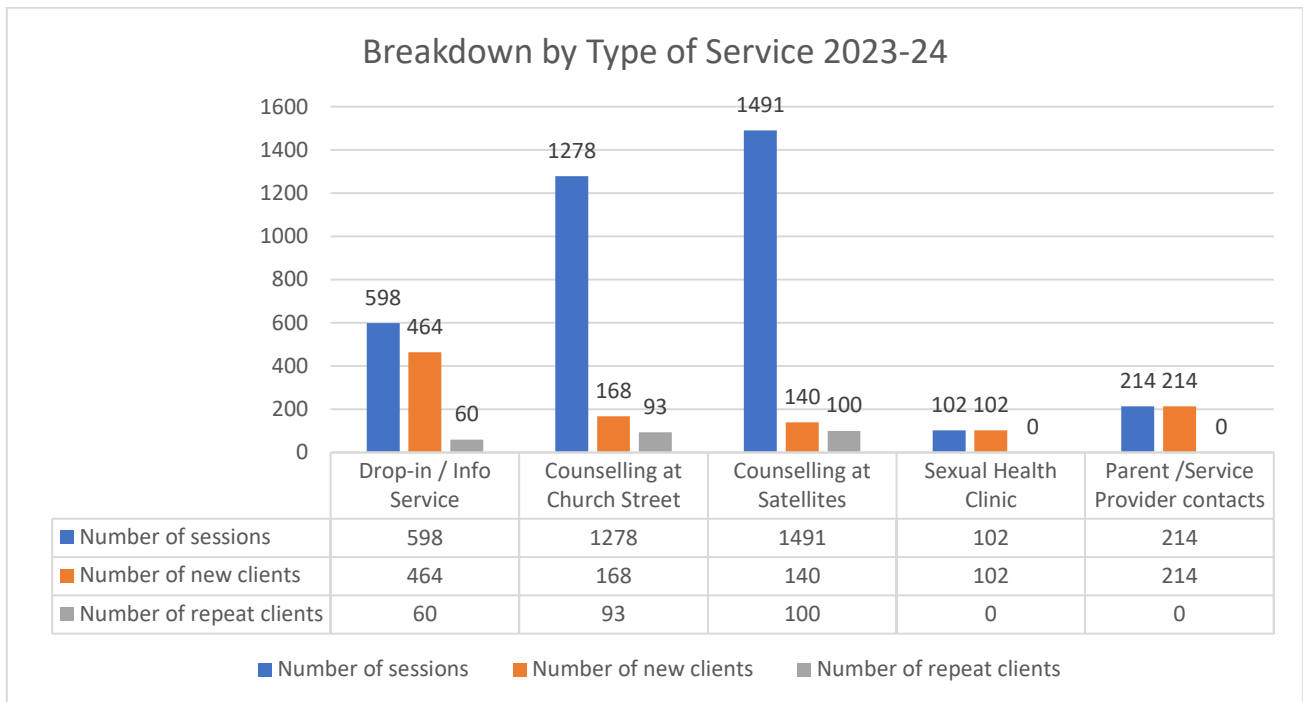
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**Professional standards** We are members of the BACP (British Association for Counselling and Psychotherapy) whose Ethical Framework we abide by. We provide training, supervision and insurance. We also subscribe to the NHS Digital's *Data Protection & 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.

**The counselling team** Our team consists of trained counsellors with the appropriate skills and qualities for supporting young people. We have a rigorous recruitment process followed by further training to meet BACP competencies. Regular clinical supervision and management support are provided. Some counsellors stay with us for many years. Last year 9 new counsellors joined us, with 10 others moving on. The team members in '23-'24 were:

Nazanin Azimian-Grant\*<sup>1</sup>, Joanne Bell\*, Rocana Bray, Nick Burnett, Jayne Coates, Elena Constantinova\*, Surabhi Dhondiyal\*, Efyiax Eliot<sup>1</sup>, Camilla Evans, Amanda Foster\*, Mandy Grace, Maggie Greene, Katharine Hamilton, Kate Holliday<sup>1</sup>, Christina Incocciati-Kight, Bhavini Kotecha\*, Noosheen Lotfi<sup>1</sup>, Rachel Makariou, Lauren Morrison<sup>1</sup>, Nicky Murley, Harry O'Neill<sup>1</sup>, Marnie Paxton-Harris, Trixie Rawlinson\*, Kim Riches, Sinead Russell, Christopher Ryan\*, Sarah Savage\*<sup>1</sup>, Kristie Taranowski<sup>1</sup>, Oscar Trenchard\*, Marie Vigerust, Kaja Widuch<sup>1</sup>, Clare Williams

<sup>1</sup> joined during the year / \* Left during the year



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

## SERVICE DELIVERY – MANAGER’S REPORT

The service was very busy throughout the year, as always, and the increase in severity of the issues that took place during and after covid are still evident in the young people we are seeing. Our waiting list went up to nearly 180 young people at one point – the highest ever.

**Recruitment and staffing** We interviewed counsellors regularly to maintain our counselling team – short-listing 18 counsellors and accepting 9. We provided induction training for our new counsellors, and maintained our programme of internal training, with 3 experiential trainings on working with challenging issues. Our counsellors are well-supported and often tell us that this is the most organized and supportive service that they have experienced.



Here’s a quote from one counsellor: *“Before I started working at Off The Record I had heard about their amazing reputation. The fact that many volunteer counsellors and staff stay here for many years says much about the attitude and values of the charity. I very much enjoy working for them as they demonstrate a genuine care for young people. It is a busy, full-on charity but they are still extremely supportive to work with.”*

More quotes can be found on our website <https://otrtwickenham.com/volunteer-counselling/>

However, we have also been in communication with the BACP, our professional body, about the challenges to all youth agencies in recruiting counsellors now that changes in policy mean many counsellors can no longer work with clients under age 16/18. This has severely impacted our ability to recruit counsellors, and to run the service at full capacity. It’s a shame when it’s such important work, and we are supporting young people and developing excellence in the counselling workforce, that changes are being made which prevent this.

**Working with partners** We always value our partners and are well-known in our borough schools. We continued this year to visit local secondary schools, attending another 10 assemblies in 2 schools. We talked to a group of learners at the Stoop (Harlequins) about what we do at OTR. We also discuss emotional wellbeing in assemblies. We regularly attend our borough Mental Health forum, Youth Access meetings (an umbrella group for YIACS services (Youth Information, Advice and Counselling Services) and others, and these are all incredibly supportive, enabling us to share valuable experience and knowledge across services.

We’re also well-known by all the GP practices in the borough, most of whom regularly refer young people to us when they are struggling with their mental and emotional health. We received a small amount of statutory funding from the ICS (Integrated Care Service). We’re also incredibly fortunate to have Munira Wilson as our local MP who campaigns tirelessly for young people and has met with our youth group in the past.

**Service delivery** We have been looking at how well the service meets our clients’ needs. For those who engage with the service it is often no less than a life-saver. However as waiting list numbers have risen we notice there are more clients who don’t engage. We always want to offer a chance to ‘try out’ the service to any young people who aren’t sure. However as counselling has become more widely accepted, we wonder if more people ‘sign up’ without really knowing what counselling is. We are looking for ways to further clarify how counselling at OTR works, for parents and young people, in the hope that this supports appropriate opt-in from the start.

**How counselling helps** When young people are failing to thrive it is not because there is something ‘wrong’ with them that needs ‘fixing’. It is usually a result of environmental stress, along with their needs not being sufficiently met to support their resilience. Counselling recognises that all emotions and thoughts are valid, whatever they are. It’s our experience that this open and non-judgemental attitude creates a safe space where young people can say the unsayable, and when emotions are shared, understood, and accepted, then real and deep change can take place. This can feel a vulnerable process, so it’s understandable that not everyone is always ready to do this work. But when young people feel fully heard and valued, they will start to develop the self-confidence to engage with life in a way they weren’t able to before, and this expands their possibilities and what they can achieve.

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## Our Impact

The feedback from our counselling clients was incredibly positive and showed a very high level of satisfaction. Clients who had completed their 12 sessions, or as many as they needed (average attendance was 9 sessions) completed an end of counselling questionnaire. These forms are truly anonymous as they are dropped into a locked postbox, so we hope they felt able to speak freely.

Based on 131 anonymous counselling feedback questionnaires, the following ticked 'yes' or 'strongly yes':

I understand myself better	95%
I feel more able to overcome life's challenges	85%
My relationships with others have improved	79%
I feel more positive about the future	86%
Counselling has definitely helped me	94%

We also asked our clients to give feedback on their relationship with their counsellor, and this too was incredibly positive. For therapy to be successful clients must feel safe, listened to and taken seriously, so we know that we are doing the right thing when we see these results.

My counsellor is supportive	99%
I feel listened to and understood	99%
I feel safe to talk about anything I want to	97%
My views and worries are taken seriously	99%

In addition to this we have hundreds of feedback comments written by our clients, a few of which are shown in the bubbles below. The main themes recurring on what helped them were:

- Feeling cared for / valued / validated
- Feeling safe to talk about anything / express their feelings
- Having a confidential space / someone who didn't know them
- Feeling listened to / understood / taken seriously
- Being helped to explore / gain a different perspective / understand themselves / be less judgemental of themselves
- Learn new skills or coping mechanisms

Our clients seemed most to appreciate the quality of the relationship they were offered, and experience of being heard, understood and cared about, more than being given advice or solutions on how to manage their problems. This tells us that our relational approach works in allowing them to feel validated, giving them the confidence and skills to communicate their own feelings and needs to others, and enabling them to lead fuller and more authentic lives.

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**Service Feedback**

**Client Counselling feedback – what helped?**

It helped me understand what I need to work through, and the questions I need to ask myself (16)

It was really good how safe I felt to talk about my feelings I would never otherwise spoken about it. I always felt very listened to and not judged (age 17)

I can talk about things I can't talk about with others (14)

I understood the importance of grounding myself more and not overworking; I feel more able to cope with my panic attacks (15)

I think it's really smart to have fidget toys as a person with ADHD, thank you!! (14)

I can now openly express my worries with others and problem-solve in relationships better (16)

Thank you - you don't realise how much you have helped me to be a better person. You do miracles (11)

I am feeling so much calmer (13)

My counsellor has always helped me to get to the bottom of my issues, even though sometimes it was hard for me to keep talking. We were also able to laugh, and I could cry freely and always felt supported. (22)



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### One-off introductory counselling sessions

In January 2024 we also started to give out a very short questionnaire to clients after their initial one-off session. This is an introductory session offered when they first get in touch, to give young people a taste of counselling and to decide whether they'd find further sessions helpful. It can also be very valuable as a chance to talk about what's going on for them now. We offer further 'single' sessions to clients on the waiting list who are struggling and need to talk to someone now.

We thought that it would be very helpful for our funders to get feedback on this, and also for ourselves. Of the 19 feedback forms so far completed, the results were very interesting, as shown here:

#### **About your relationship with your counsellor, and the session (strongly agree):**

100% - I felt listened to and understood

100% - I felt safe to talk about anything I wanted to

95% - I felt I was taken seriously

37% - I have a better understanding of myself

89% - This session has helped me

74% - I feel more hopeful

Clearly, expecting young people to have a better understanding of themselves in just one session is too ambitious a target, but the single sessions seemed to be really valuable in offering hope and support, and this was really useful to hear. We know that sometimes just one session can sow a seed of hope for the future, and this is confirmed in the clients' feedback:

#### **What was good about your counselling session? What helped?**

- Felt listened to so much; safe environment
- She was very understanding, and attentive. It made me feel heard and valid. It gave me hope that it does get better.
- Good reassurance that I was being listened to
- I enjoyed talking about my problems without worrying about judgement
- I think the environment and atmosphere of the room was helpful
- I found the counsellor to be kind and understanding during the session

In the initial counselling session we also gather information about the young people, including what issues they are bringing, and we explain how counselling at OTR works. The two charts below show the information we gathered as to what issues our clients were dealing with, both at the start, and by the end of counselling when further issues emerge during the process of therapy.

It's surprising that for the most part the issues that young people bring are, year on year, actually very consistent. Some issues have crept up over the years, and now remain high, such as self-harm and suicidal thoughts. In the past year, compared with the previous one, the main changes of note are Depression, up from 29% to 33% , and young people attending with disabilities and neurodivergent issues, up from 27% to 32%. We're happy to see that panic attacks have actually dropped from 27% to 19%. This was one of a number of issues that shot us during the pandemic so it's good to see that it has since decreased.

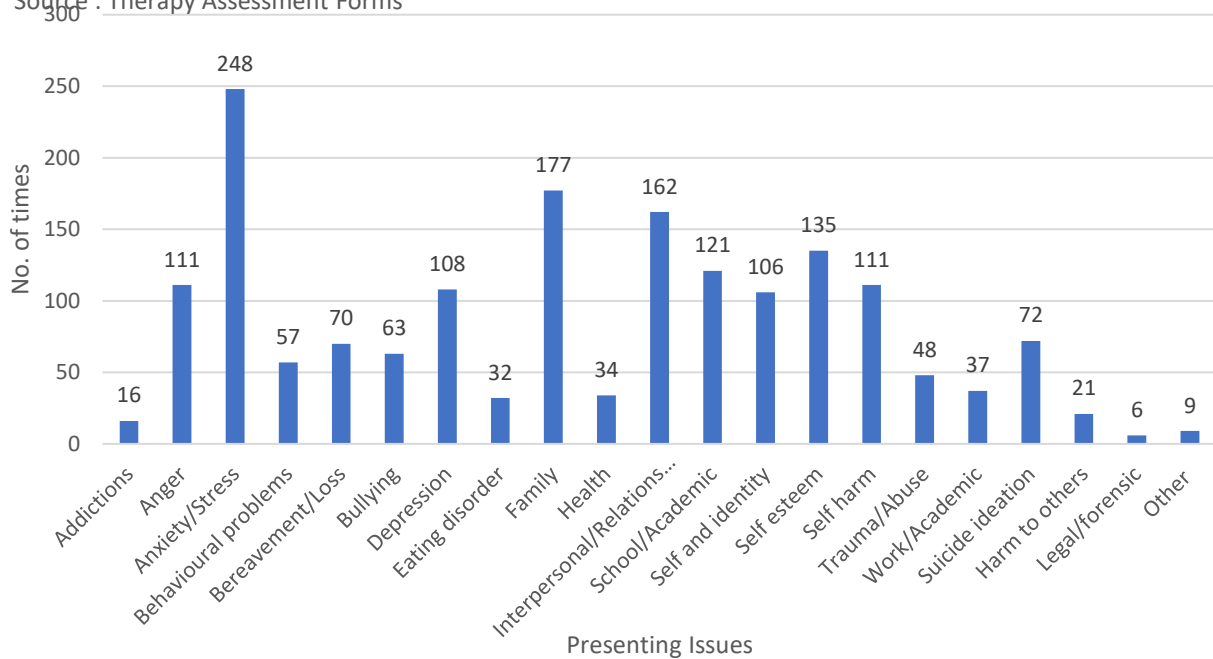
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## Need for our Service

### Issues presented by clients: start of counselling 2023-24

323 new clients

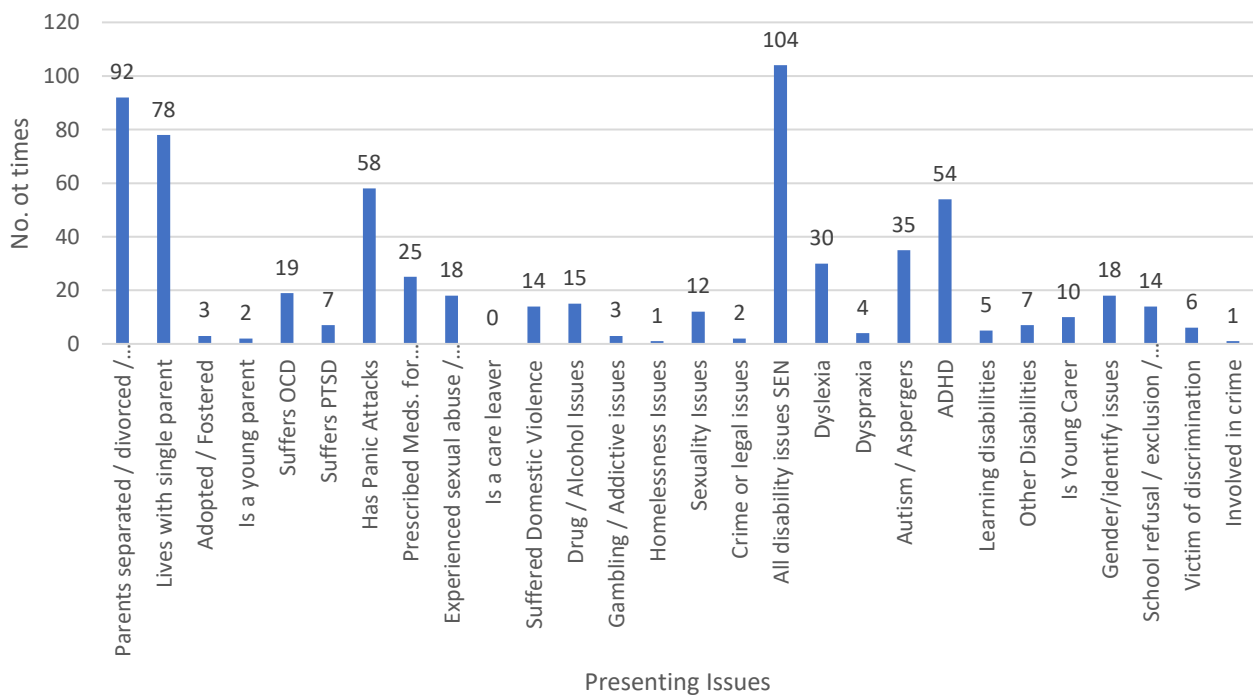
Source : Therapy Assessment Forms



### Issues presented by clients: during counselling 2023-24

322 client ending forms

Source : End of Therapy Forms



## **Case History (disguised)**

**Sarika**, age 14, Female, British Asian

Heard about OTR through school assembly visit

### **Brief history:**

Sarika had had an eating disorder which she'd recovered from, but the same emotional feelings were coming back. She often felt very anxious.

Her Mum had cancer but wouldn't talk about it. Sarika and her siblings tried to fill in the gaps with internet research and listening to private conversations between their Mum and her friends. Sarika was terrified of losing her Mum, not knowing or able to ask how serious it was. She felt she had made herself into someone her Mum would like, including her clothes and hobbies and didn't know who she really was. She often felt overwhelmed and panicky, and wanted to find her voice and feel more in control, without upsetting her Mum.

### **What happened / how counselling helped:**

Sarika was initially very unsure about attending, and after one distressing session said she didn't want to come back. However she did, and her counsellor rearranged the room with her to help her feel safer. They changed the lighting, moved the chairs, and chose favourite cushions to hold during sessions. This helped her feel more comfortable, and in control.

She explored ways to make herself heard at school and home. She asked a friend to attend an event with her for support; something she'd never have done once. She also dared ask her Mum about her cancer, and talked to her sisters about their feelings. Her sisters were a great support, which she had not imagined was possible.

She began to question her parents' expectations for her and her choice of University. She realised she wanted to become an artist, not her parents' choice of Medicine or Engineering, and she began to trust this choice. She also put less pressure on herself, having previously studied 7 days a week.

### **Outcomes at end of therapy:**

Sarika made changes to support her life better. She bravely dropped a schoolfriend who wasn't good for her. She asked for a lock on her bedroom door. She got permission to spend her weekly allowance on clothes and to look for a part-time job. She was astonished but happy that her parents were not upset at these requests. She realised she'd been trying to protect Mum, and that it wasn't needed. She also realised she'd become the brave one in her family who could lead the way in supporting her older sisters' freedom. Her anxiety and self-doubt began to be replaced by a new confidence and excitement about her life.

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**Parent Support**

We provide a Parent Support-line so that anxious parents, who are struggling to see a way forwards and are fearful for their child, can have a conversation with one of our counsellors. The call may enable them to let off steam, and look at the problem from different angles, or help them to find new ways to listen to or support their child. Obviously anything that helps the parent take off some pressure and develop trust, will also be supportive to their child.

**Parent feedback**

**Parent 1:**

I just wanted to say a huge thank you. My son has really benefited from the counselling and we can see a remarkable difference in his confidence, attitude and resilience. He seems to now have the skill set to navigate life in a more relaxed and positive way. This has been an absolute game changer for him and the whole family and we are very grateful.

**Parent 2:**

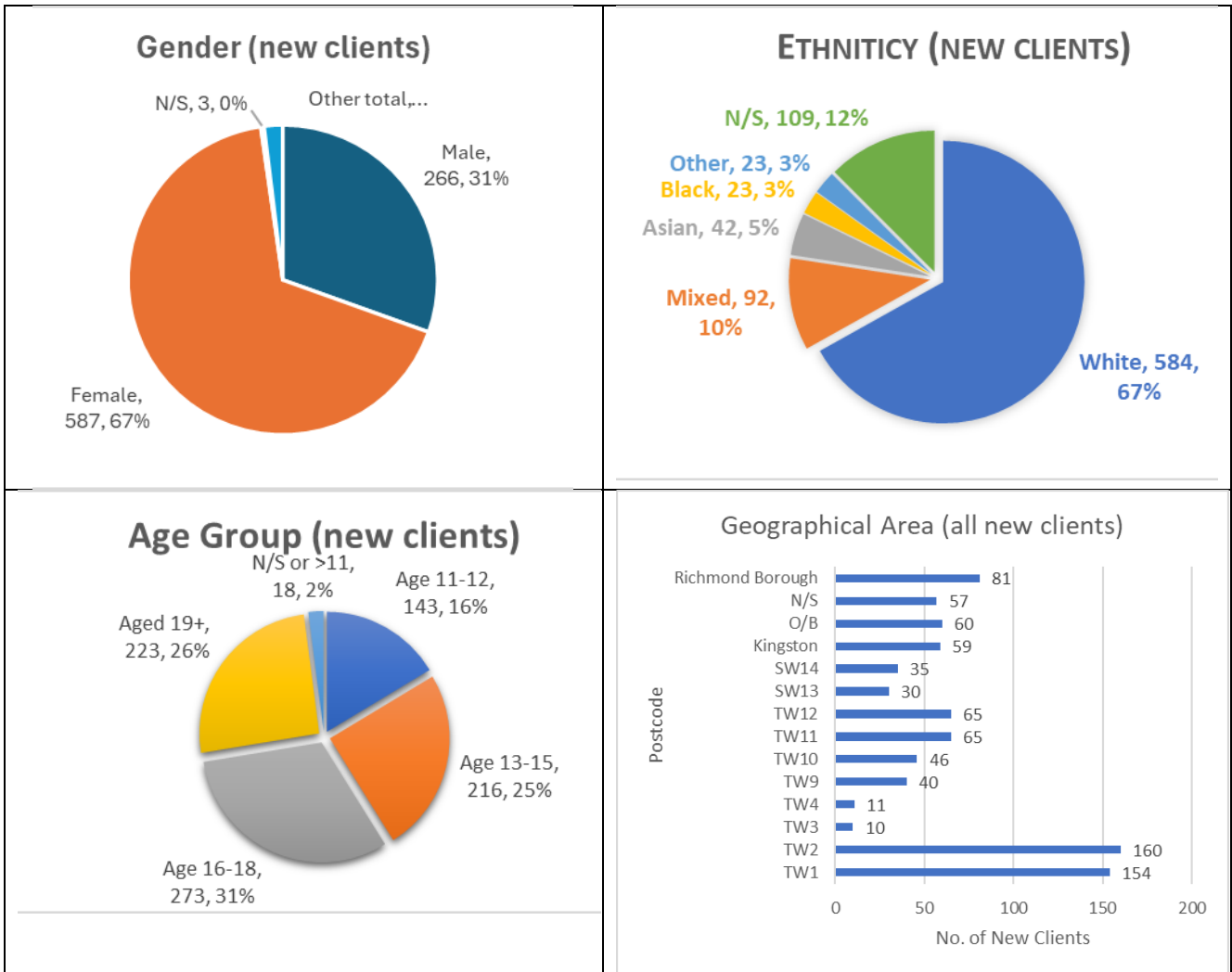
Our daughter seems to have turned the corner with her overall mental health. As a family we seem to be understanding each other better and our communication has improved. I think she has played a huge part in making this happen. The counselling she had at OTR has been instrumental in getting her to where she is now, so I just wanted to say thank you for that.

**Parent 3 (Parent project support):**

Thank you! I have started listening to 'How to talk so teens will listen' podcast on my Mother's Day dog walk in the rain yesterday! What a treat! I think it's going to be really helpful and I intend to work my way through all of your recommendations. Thank you for listening and giving me

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Charts showing the breakdown in Gender, Ethnicity, Age Groups and Area in the borough of our clients in 2023-2024



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**CHAIR'S REPORT**

Having now been Chair for nearly two years, I am continually inspired by the work which our dedicated staff and counsellors provide and, sadly, our services are needed more than ever.

Many of the young people who come to us are desperately seeking help and do not feel able to talk to their parents or GP, or they have not been supported at school or by other statutory services. We have seen a rise in the severity and complexity of the issues that young people are struggling with, as well as an increase in the numbers approaching us for help. One third of our young clients are self-harming, 26% have suicidal feelings, 28% experience panic attacks and 76% are suffering with anxiety and stress. Other issues include depression, relationship problems, difficulties at school, loneliness and low self-esteem.

The Trustees' Report on the following pages sets out the details of what we did to respond to these needs over the year to 31<sup>st</sup> March 2024 and also what we intend to do this year.

The recruitment of high-quality counsellors to meet the demand for our services continues to be a challenge. We have always relied mostly on counsellors in training in our hub in Twickenham, but many training organisations no longer permit their students to work with young people. This, together with the closure of one of our satellites through lack of funding, has resulted in the total number of counselling sessions we provided being slightly down on the previous year.

As expected, we utilised restricted funding in the year, which was received in the previous year, but which related to this year's expenditure. We made a deficit on unrestricted funding, as explained in the Financial Review in the Trustees' Report and our total reserves now represent approximately six months of annual expenditure.

We will only be receiving £29,520 of statutory funding (from NHS SW London ICS) in the coming year, despite the large numbers of clients referred to us by GPs. We therefore have to seek significant amounts of funding from new sources, if we are to maintain the level of services which we currently provide. I would like to thank all of those who funded us last year. In particular, we received grant funding from Richmond Parish Lands Charity, The Barnes Fund, Hampton Fund and NHS SW London ICS. We also once again, received free office accommodation from St Mary's Church, Twickenham.

I would like to thank our Manager, Deborah Kerpner, and her dedicated team of counsellors and office staff. Their enthusiasm and hard work ensured we delivered an excellent service in challenging times. I would like to thank all members of the Trustee Board for their efforts. We recruited four new trustees, who all started in October 2023, who have a very good range of skills and experience to contribute to the development of the charity. I would like to thank those trustees who retired at the AGM for their services to the charity, some over many years.

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 also said that they were more able to overcome life's challenges and that they felt more positive about the future.

We aim to continue to provide the best possible service to as many young people who need us in the coming year and beyond.

**Peter Jenkins**  
Chair of the Board of Trustees

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**TRUSTEES' REPORT**

The Trustees present their annual report together with the financial statements of the Charity for the year ended 31<sup>st</sup> March 2024. 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

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## **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 31<sup>st</sup> March 2024**

We delivered 3,469 sessions during the year, which is 6% less than the previous year, supporting 1,127 different young people. We also supported 214 parents and carers of young people, up from 115 in the previous year. Our counselling drop-in service saw 524 young people and we provided bookable counselling sessions to 501 young people.

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

**1. To diversify our fundraising in order to maintain sufficient resources to operate at our current capacity.**

Progress on diversifying our fundraising has been made, but more needs to be done, as does ensuring that we have the staff capacity to complete sufficient fundraising applications to raise the funding we need. Re-engaging with Hampton Fund and securing funding from them was a major success in the year.

**2. To maintain and maximise current service offer at highest possible capacity, including review of newly-opened services and appropriate reach across all young people.**

We have worked hard to ensure that all service deliverables have continued to be met following expansion of the three new satellite services in the previous year. This has required an ongoing recruitment process for high-quality counsellors, resulting in the successful recruitment of 10 new counsellors. We have also recruited two new counsellors for the Skylarks service.



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**3. To support infrastructure and service delivery with review and upgrade of IT systems, ensuring GDPR compliance.**

IT systems and GDPR compliance are all running well with no IT issues and all GDPR requirements up to date. A number of IT updates have been put in place in accordance with the recommendations of an independent IT company.

**4. To improve efficiency through reviewing administrative systems, such as database and booking process.**

A significant amount of work has been done on scoping the requirements for a new database/CRM system. A number of administrative changes have already been made to increase efficiency as part of this review.

**5. To update outreach and communications through improved use of digital resources to promote service to clients and stakeholders and to support fundraising efforts.**

The website has been kept continuously updated with events, and we have updated elements of the website regarding fundraising, Friends of OTR and our Young People's Advisory group. More progress will be made in this area in the coming year.

**Plans for the future**

Our key objectives for the year to 31<sup>st</sup> March 2025 are to:

- Diversify our fundraising in order to achieve income targets so that we maintain sufficient resources to operate at our current capacity.
- Recruit sufficient additional counsellors to maintain and maximise current service offer at the highest possible capacity.
- Improve efficiency through implementing a customer relations management system (CRM).
- Develop staff processes to support staff retention and ensure that staffing structure best meets the needs of the organisation.
- Develop our community and outreach work through our Friends and Young People's Advisory groups.

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## **Financial review**

### **1) Overview**

The Charity's total income during the period was £212,961 (2023: £276,577) against a total expenditure of £315,932 (2023: £286,478), giving an operating deficit for the period of £102,971 (2023: £9,901). Reserves of £139,083 (2023: £242,054) are carried forward to the next financial year. Unrestricted reserves are £106,402 (2023: £168,759) and restricted reserves are £32,681 (2023: £73,295).

The charity made a deficit of £62,357 (2023: Deficit of £16,058) on unrestricted funds. Unrestricted income was similar to the previous year at £119,641, but charitable expenditure increased from £135,325 to £174,042, due principally to cost of living salary increases to staff, general inflationary increases in costs and the funding of certain satellites, which were previously funding from restricted income.

To align with the categorisation of income and expenditure in the current year (which is in line with the Charities SORP), some income and expenditure in the prior year has been restated in these financial statements. These restatements did not change the level of restricted or unrestricted reserves as at 31 March 2023.

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 total reserves of approximately six months total expenditure. This includes unrestricted reserves to cover the possibility that funders, in particular of satellite hubs, may not renew funding in the future and that it might take time to find new funders for those services or to cease their operations. At 31 March 2024, total reserves amounted to £139,083 (2023: £242,054) which represented 5.3 months of total expenditure (2023: 10.1 months).

### **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 2024, £40,000 (2023: £167,636) was held in interest-earning bank deposit accounts. A further £57,285 (2023: £Nil) was held in a 1-year term account.

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

### **4) Principal funding**

It has been another challenging year for fundraising and not just for Off The Record (Twickenham). We have heard that many charities like ours across the country have lost funding and have had to close some of their services to meet their budgets.

As noted in the Chair's Report, we received grant funding from Richmond Parish Lands Charity, The Barnes Fund, Hampton Fund and NHS SW London CCG/Integrated Care services. We received funding from local groups including the Kew Fete and Wyke Green Golf Club Ladies and 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 included an Open Mic event at One One Four in Teddington and collections at Eel Pie Studios' Open Weekends, the Jazz Sanctuary events in St Margaret's and at the Teddington Vocality Choir Christmas concert. Eel Pie Records and the Hampton Music Festival also supported us.

Two of our counsellors, along with a friend, ran the Parks half marathon, raising over £2,000 for Off The Record, and a young person also ran a five 5K run, raising a further £1,000.

OTR also ran a number of our own fundraising events which included stalls at the St Mary's Church Summer Fete, the St Margarets Fair and Twickenham High Tide event. We also, once again, held our Christmas Carol concert, which was a great opportunity for some young people to show their support for us. While these events do not necessarily raise huge sums, we feel that it's really important to have opportunities to meet our supporters and get involved in our community. We also had a very successful 'Quiz with a difference' in September, which included a silent auction, and we will hold a similar event in October 2024.

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 (charity number: 1152097) in England & Wales originally 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). It is registered in England & Wales under a Company Certificate dated 28 March 2013. Revised Articles of Association were approved by the Members of the Charity on 14 June 2024.

### **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.

**OFF THE RECORD (TWICKENHAM) LTD**  
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**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 was specified in the original Articles of Association but this was changed on 14 June 2024, such that all directors must now retire and not be reappointed at the AGM nine years after the AGM at which they were first appointed.

**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 31<sup>st</sup> March 2024, all trustees undertook 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.

**OFF THE RECORD (TWICKENHAM) LTD**  
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**Statement of Trustees' responsibilities for the year ended 31 March 2024**

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**

.....  
**Mrs C West**

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

**INDEPENDENT EXAMINER'S REPORT**

Independent examiner's report to the trustees of Off The Record (Twickenham) Ltd (a company limited by guarantee) ('the Charity'). I report to the Charity's trustees on my examination of the accounts of the Charity for the year ended 31 March 2024.

**Responsibilities and basis of report**

As the charity's trustees of the Charity (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Charity are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

**Independent examiner's statement**

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Charity as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. 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
4. 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.

Signed:

Date: August 2024

Debby Metcalf FCA  
22 Trowlock Ave  
Teddington  
TW11 9QT

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

**STATEMENT OF FINANCIAL ACTIVITIES**

**STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31<sup>st</sup> MARCH 2024**

	Note	Unrestricted funds £	Restricted funds £	Total funds 2024 £	Total funds 2023 £
<b>Income and Endowment from:</b>					
Donations and legacies		89,694	93,320	183,014	252,090
Charitable activities		18,266	-	18,266	21,247
Other trading activities		9,358	-	9,358	2,827
Investments		2,323	-	2,323	413
<b>Total income</b>	<b>2</b>	<b>119,641</b>	<b>93,320</b>	<b>212,961</b>	<b>276,577</b>
<b>Resources expended:</b>					
Raising funds	<b>3</b>	7,956	-	7,956	914
Charitable expenditure	<b>4</b>	174,042	133,934	307,976	285,564
<b>Total expenditure</b>		<b>181,998</b>	<b>133,934</b>	<b>315,932</b>	<b>286,478</b>
<b>Net income/(expenditure)</b>		<b>(62,357)</b>	<b>(40,614)</b>	<b>(102,971)</b>	<b>(9,901)</b>
<b>Total funds brought forward</b>		168,759	73,295	242,054	251,955
<b>Total funds carried forward</b>		<b>106,402</b>	<b>32,681</b>	<b>139,083</b>	<b>242,054</b>

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**  
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**BALANCE SHEET**

**BALANCE SHEET AS AT 31 MARCH 2024**

	Note	Total 2024 £	Total 2023 £
<b>Current assets</b>			
Debtors	8	36,079	25,129
Cash at bank and in hand	9	47,300	285,118
Current asset investments		57,285	-
		140,664	310,247
 Creditors: Amounts falling due in one year	 10	 1,581	 68,193
<b>Net current assets</b>		<b>139,083</b>	<b>242,054</b>
 <b>Total net assets</b>	 11	<b>139,083</b>	<b>242,054</b>
 <b>Charity funds:</b>			
Unrestricted funds		106,402	168,759
Restricted funds		32,681	73,295
 <b>Total funds</b>	 12	<b>139,083</b>	<b>242,054</b>

For the financial year ended 31<sup>st</sup> March 2024, 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 by the Trustees on

2024 and signed on their behalf by:

..... Trustee

.....Trustee



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

**NOTES TO THE FINANCIAL STATEMENTS**

**NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31<sup>st</sup> MARCH 2024**

**1. Accounting policies**

**1.1 Basis of preparation of the financial statements**

The Charity is a charitable company limited by guarantee and it is registered in England & Wales

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..

The financial statements have been prepared on a going concern basis, as the charity's forecasts and projects, taking account of reasonably possible changes in fundraising performance, show that the charity should be able to meet its liabilities as they fall due.

The charity meets the definition of a public benefit entity under FRS 102.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

The Trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

**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, any performance conditions attached to the income have been met, 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.

Donations in kind are recognised at reasonable estimates of their gross value to the charity or the amount actually realised.

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Charity, this is normally upon notification of the interest paid or payable by the bank.

**OFF THE RECORD (TWICKENHAM) LTD**  
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**NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31st MARCH 2024**  
**(continued)**

**1. Accounting policies (continued)**

**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 Taxation**

The Charity is exempt from Corporation Tax as all of its income is charitable and is applied for charitable purposes.

**1.6 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.

**1.7 Cash at bank and in hand**

Cash at bank and in hand includes cash and short term liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar amount.

**1.8 Current asset investments**

Current asset investments comprise cash on deposit with a maturity of less than one year held for investment purposes rather than to meet short-term cash commitments as they fall due. They are valued at their fair value.

**1.9 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**  
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**NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31st MARCH 2024**  
**(continued)**

**2 . Income**

	Unrestricted funds £	Restricted funds £	Total Funds £
<b>Current year</b>			
<b>Donations and legacies</b>			
Donations & gifts	69,594	93,320	162,914
Gift Aid	3,700	-	3,700
Donated goods, facilities and services	16,400	-	16,400
	<u>89,694</u>	<u>93,320</u>	<u>183,014</u>
<b>Charitable activities</b>			
Sale of services	15,406	-	15,406
Other income	2,860	-	2,860
	<u>18,266</u>	<u>-</u>	<u>18,266</u>
<b>Other trading activities</b>			
Fundraising events	<u>9,358</u>	<u>-</u>	<u>9,358</u>
<b>Investment income</b>			
Interest	<u>2,323</u>	<u>-</u>	<u>2,323</u>
<b>Total income</b>	<b><u>119,641</u></b>	<b><u>93,320</u></b>	<b><u>212,961</u></b>
<b>Prior year (Restated)</b>			
<b>Donations and legacies</b>			
Donations & gifts	79,235	156,396	235,631
Gift Aid	4,459	-	4,459
Donated goods, facilities and services	12,000	-	12,000
	<u>95,694</u>	<u>156,396</u>	<u>252,090</u>
<b>Charitable activities</b>			
Sale of services	19,247	-	19,247
Other	2,000	-	2,000
	<u>21,247</u>	<u>-</u>	<u>21,247</u>
<b>Other trading activities</b>			
Fundraising events	<u>2,827</u>	<u>-</u>	<u>2,827</u>
<b>Investment income</b>			
Interest	<u>413</u>	<u>-</u>	<u>413</u>
<b>Total income</b>	<b><u>120,181</u></b>	<b><u>156,396</u></b>	<b><u>276,577</u></b>

**OFF THE RECORD (TWICKENHAM) LTD**  
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**NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2024**  
**(continued)**

**3. Expenditure on raising funds**

All expenditure on raising funds in 2024 and 2023 relates to staging fundraising events, plus £6,000 of expenditure in 2024 relates to remuneration for fixed-term fundraising support. All expenditure on raising funds is unrestricted.

**4. Expenditure on charitable activities**

<b>Current year</b>	<b>Unrestricted funds £</b>	<b>Restricted funds £</b>	<b>Total funds £</b>
Staff costs – remuneration & oncosts	103,401	41,172	144,573
Staff costs - other	11,741	-	11,741
Professional services – clinical supervision	10,038	-	10,038
Project costs – satellite & crisis counselling	15,074	92,762	107,836
Office & Admin costs	5,316	-	5,316
Premises costs	19,998	-	19,998
IT costs	5,511	-	5,511
Governance	2,472	-	2,472
Other costs	491	-	491
<b>Total expenditure on charitable activities</b>	<b>174,042</b>	<b>133,934</b>	<b>307,976</b>

**Prior year (Restated)**

Staff costs – remuneration & oncosts	75,554	53,995	129,549
Staff costs - other	21,926	-	21,926
Professional services – clinical supervision	13,115	-	13,115
Project costs – satellite & crisis counselling	2,561	95,720	98,281
Office & Admin costs	4,166	524	4,690
Premises costs	14,095	-	14,095
Governance	1,703	-	1,703
Other costs	2,205	-	2,205
<b>Total expenditure on charitable activities</b>	<b>135,325</b>	<b>150,239</b>	<b>285,564</b>

Fees paid to the Charity's Independent Examiner for the independent examination of the Charity's accounts were £800 (2023: £1,200). No other fees were paid to them.

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**NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024**  
**(continued)**

**5. Restatement of Prior year figures**

	Original £	Changes £	Restated £
<b>Income</b>			
Unrestricted funds			
Donations	17,732	61,503	79,235
Gift Aid	4,459	-	4,459
Donated goods, facilities and services	-	12,000	12,000
Grants	4,500	(4,500)	-
Commissions and paid for services	21,247	(2,000)	19,247
Other income	-	2,000	2,000
Fundraising events	9,830	(7,003)	2,827
Interest	413	-	413
	<u>58,181</u>	<u>62,000</u>	<u>120,181</u>
Restricted funds			
Donations	-	156,396	156,396
Grants	206,396	(206,396)	-
Donated services & facilities	12,000	(12,000)	-
	<u>218,396</u>	<u>(62,000)</u>	<u>156,396</u>
	<b><u>276,577</u></b>	<b><u>-</u></b>	<b><u>276,577</u></b>
<b>Charitable expenditure</b>			
Unrestricted funds			
Staff costs (including Other staff costs)	47,480	50,000	97,480
Professional services	13,115	-	13,115
Project costs	-	2,561	2,561
Office & Admin costs	6,727	(2,561)	4,166
Premises costs	2,095	12,000	14,095
Other OTR costs	3,538	(1,835)	1,703
Governance costs	370	1,835	2,205
	<u>73,325</u>	<u>62,000</u>	<u>135,325</u>
Restricted funds			
Staff costs	103,995	(50,000)	53,995
Project costs	95,720	-	95,720
Office & Admin costs	524	-	524
Premises costs	12,000	(12,000)	-
	<u>212,239</u>	<u>(62,000)</u>	<u>150,239</u>
	<b><u>285,564</u></b>	<b><u>-</u></b>	<b><u>285,564</u></b>

Restatements have been made to bring the analysis of income and expenditure in line with the Charities SORP's requirements.

These restatements do not change the previously reported amounts of unrestricted or restricted funds at 31st March 2023.

**OFF THE RECORD (TWICKENHAM) LTD**  
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**NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024**  
**(continued)**

**6. Staff remuneration costs and pensions**

	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
Wages and salaries	136,875	122,491
Social security costs	6,099	5,743
Pension costs	1,599	1,315
<b>Staff costs</b>	<b><u>144,573</u></b>	<b><u>129,549</u></b>

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

Total amount paid to key management personnel in the year was £78,792 (2023: £75,631)

The average head count of staff employees in the year was 7 (2023: 6).

The average FTE of staff employees in the year was 4 (2023; 4)

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 £1,599 (2023: £1,315) were the contributions paid by the Charity to the fund, of which £712 (2023: £677) related to members of key management personnel.

**7. 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. (2023 - nil).

Related parties donated £875 in the year (2023: £400).

**OFF THE RECORD (TWICKENHAM) LTD**  
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**NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024**  
(continued)

**8. Debtors**

	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
Float with payroll provider	12,100	10,900
Accrued income	12,761	12,347
Accounts receivable	11,218	1,450
Prepayments	-	432
<b>Total</b>	<b>36,079</b>	<b>25,129</b>

**9. Cash at bank and in hand**

	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
Short term deposits	40,000	167,636
Cash at bank	7,300	117,482
<b>Total</b>	<b>47,300</b>	<b>285,118</b>

**10. Creditors: Amounts falling due within one year**

	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
Accounts payable	418	84
Taxation and social security	-	2,741
Other creditors	1,163	10,368
Deferred income	-	55,000
<b>Total</b>	<b>1,581</b>	<b>68,193</b>

**11. Analysis of net assets**

	<b>Unrestricted funds</b>	<b>Restricted funds</b>	<b>Total</b>
	<b>£</b>	<b>£</b>	<b>£</b>
<b>Current year</b>			
Current assets	107,565	33,099	140,664
Current liabilities	(1,163)	(418)	(1,581)
<b>Total</b>	<b>106,402</b>	<b>32,681</b>	<b>139,083</b>
<b>Prior year</b>			
Current assets	236,047	74,200	310,247
Current liabilities	(67,288)	(905)	(68,193)
<b>Total</b>	<b>168,759</b>	<b>73,295</b>	<b>242,054</b>

**OFF THE RECORD (TWICKENHAM) LTD**  
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**NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31st MARCH 2024**  
(continued)

**12. Movements in funds**

Current year	B/fwd at 1/4/2023 £	Income £	Expenditure £	C/fwd at 31/3/2024 £
<b><u>Restricted Funds</u></b>				
Barnes Fund	8,723	15,800	(11,915)	12,608
Integrated Care Services 1	64,572	-	(64,572)	-
Hampton Fund 1	-	24,000	(18,000)	6,000
Hampton Fund 2	-	24,000	(9,927)	14,073
Integrated Care Services 2	-	29,520	(29,520)	-
	<b>73,295</b>	<b>93,320</b>	<b>(133,934)</b>	<b>32,681</b>
<b><u>Unrestricted Funds</u></b>				
	<b>168,759</b>	<b>119,641</b>	<b>(181,998)</b>	<b>106,402</b>
	<b>242,054</b>	<b>212,961</b>	<b>(315,932)</b>	<b>139,083</b>

<b>Barnes Fund</b>	Funding for 2 satellite counselling services in the Barnes area
<b>Integrated Care Services 1</b>	One-off funding for additional counselling in Kingston and Richmond
<b>Hampton Fund 1</b>	Contribution to core salary costs
<b>Hampton Fund 2</b>	Funding for 3 satellite counselling services in Hampton, Hampton Hill and Teddington
<b>Integrated Care Services 2</b>	Funding for engagement with the CAMHS SPA and accepting referrals, providing a crisis counselling service at the OTR main centre and providing satellite counselling services in Whitton and Hampton Hill

Unrestricted funds include an unrestricted grant of £55,000 from Richmond Parish Lands Charity towards core costs, plus £16,400 gift-in-kind for donated premises at Church Street by St. Mary's Church, Twickenham.



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

**NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2024**  
(continued)

**12. Movement in funds (continued)**

Prior year	B/fwd at 1/4/2022 £	Income (Restated) £	Expenditure (Restated) £	C/fwd at 31/3/2023 £
<b><u>Restricted Funds</u></b>				
Barnes Fund	6,311	15,776	(13,364)	8,723
Hampton Fund	2,395	-	(2,395)	-
Harlequins	520	-	(520)	-
SW London Integrated Care Services	-	87,000	(22,428)	64,572
One Richmond	1,393	-	(1,393)	-
Richmond Parish Lands Charity	13,963	-	(13,963)	-
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)	-
	<b>67,138</b>	<b>156,396</b>	<b>(150,239)</b>	<b>73,295</b>
<b><u>Unrestricted Funds</u></b>				
	<b>184,817</b>	<b>120,181</b>	<b>(136,239)</b>	<b>168,759</b>
	<b>251,955</b>	<b>276,577</b>	<b>(286,478)</b>	<b>242,054</b>

<b>Barnes Fund</b>	Funding for 2 satellite counselling services in the Barnes area
<b>Hampton Fund</b>	Funding for 3 counselling services in Hampton Hill & Teddington
<b>Harlequins</b>	Funding for laptops to facilitate remote counselling sessions
<b>SW London Integrated Care Services</b>	One-off funding for additional counselling in Kingston and Richmond
<b>One Richmond</b>	Funding for a helpline for parents of vulnerable children in their care
<b>Richmond Parish Lands Charity</b>	Funding for crisis counselling and satellite counselling services
<b>Richmond Parish Lands Charity Covid Grant</b>	Covid grant received to provide additional counselling to young people during the pandemic
<b>Richmond Voluntary Fund</b>	A charitable fund into which local community residents donate to local organisations that make a difference to the lives of vulnerable people in Richmond Upon Thames
<b>SW London CCG</b>	Funding for engagement with the CAHMS SPA and accepting referrals, providing a crisis counselling service at the OTR main centre, and providing satellite counselling services in Whitton and Hampton Hill

Unrestricted funds include an unrestricted grant of £50,000 from Richmond Parish Lands Charity towards core costs, plus £12,000 gift-in-kind for donated premises at Church Street by St. Mary's Church, Twickenham.