

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

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TRUSTEES' ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2025

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YEAR ENDED 31ST MARCH 2025**

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REFERENCE & ADMINISTRATIVE DETAILS

Board of Directors (Trustees)	Peter Jenkins (Chair) Christopher Whistler (Treasurer - Resigned 9 May 2025) Rajesh Bakrania Deborah Fearn Claire Haynes Claire Holt Sarah McCarthy Jocelyn Mooney (Appointed 25 July 2024) Laura Stewart Charlotte West Philip Woodford
Registered Company number	8466382
Charity Registration number	1152097
Registered Office address	2 Church Street Twickenham TW1 3NJ
Bankers	The Cooperative Bank Redwood Bank Cambridge & Counties Bank
Independent Examiner	Debby Metcalf FCA



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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. We provide counselling, walk-in 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, and this is vital in supporting their engagement in the service.

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.

Service 2024-2025

	863 new young people came to us for help for the first time 1,116 different (new + returning) young people used the service 3,539 sessions of support were delivered across the whole service 352 additional parent sessions were provided
	43% Healthcare referrals to OTR Vital service directly supporting statutory healthcare agencies

Counselling hubs across the borough We also run weekly counselling sessions in 9 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 and we offer counselling to young people with additional needs, in partnership with the Skylarks Charity.

While there is a wait for weekly counselling, we offer an initial session to everyone who contacts us, usually within 2 weeks, or they can access the drop-in service, staffed by an experienced counselling manager. In this way immediate help is always 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.

Parent support We are a youth rights service so our counselling service is a protected confidential space for young people, but we also offer a parent helpline to support 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 their needs. The sessions are led by them and what they feel is most important to look at, rather than us setting the agenda, and this may offer a different relational dynamic to what they can experience elsewhere in their lives.

This relational approach, rather than offering behavioural solutions, provides a safe and confidential space where young people feel heard and accepted, and is both validating and empowering, supporting self-esteem.

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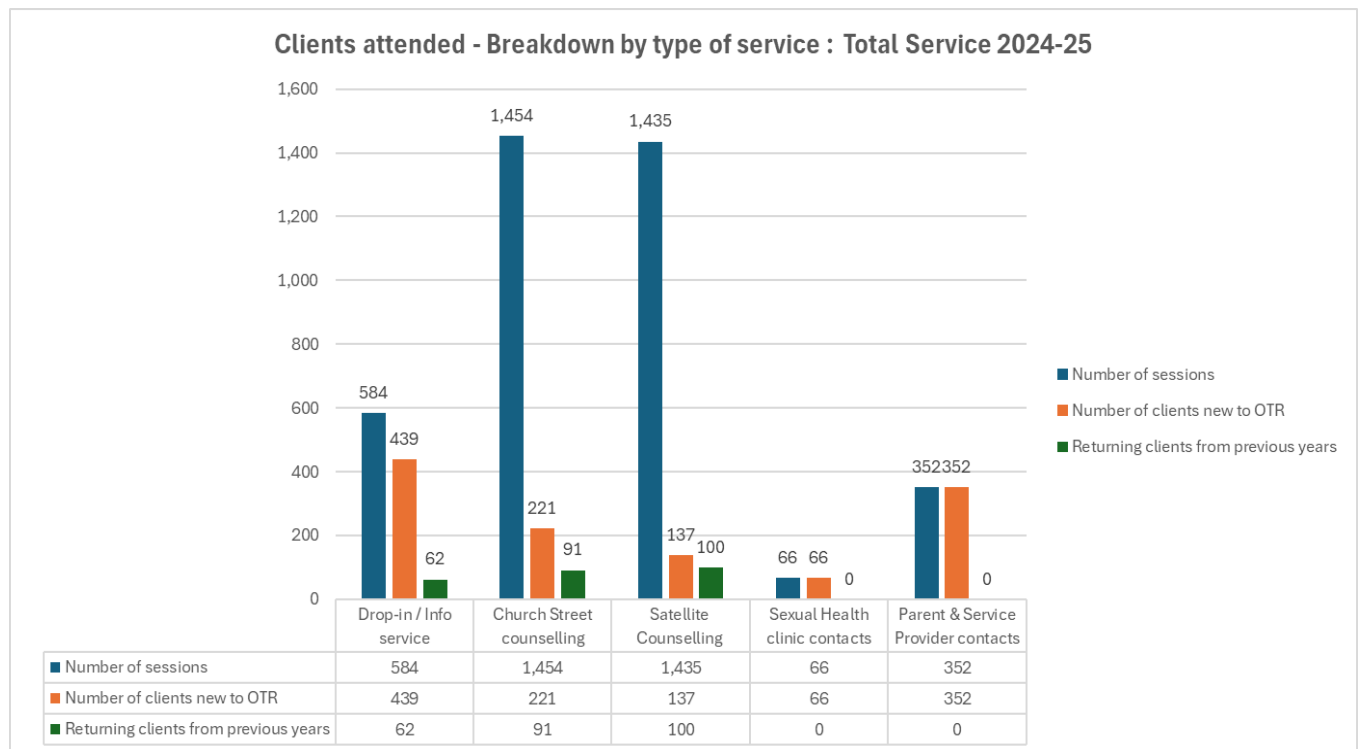
Our clients Many young people who come to us are desperately seeking help and are often reluctant to talk to parents or to visit statutory services. Our clients present with a very wide range of issues including anxiety and panic attacks, self-harm, bereavement, suicidal thoughts, and family, friendship and school issues. We have no 'cut-off' level of severity for joining the service, 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.

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 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 12 new counsellors joined us, with 5 others moving on. We currently have 34 counsellors working at OTR. The team members in '24-'25 were:

Rosey Blackmore¹, Rocana Bray, Emma Browne¹, Nick Burnett, Bethany Clews¹, Jayne Coates, Georgie Davies¹, Erin Diaco^{*1}, Luiza Duran¹, Efyiax Eliot, Camilla Evans, Sarah Evans¹, Mandy Grace, Maggie Greene, Katharine Hamilton, Kate Holliday, Christina Incocciati-Kight*, Evelyn Joseph¹, Katie Knutson¹, Noosheen Lotfi, Rachel Makariou, Vanessa McCrossen^{*1}, Lauren Morrison*, Nicky Murley¹, Ruqaiyyah Najib¹, Harry O'Neill, Miriam Park¹, Marnie Paxton-Harris, Kim Riches, Sinead Russell, Sarah Savage*, Kristie North Taranowski, Marie Vigerust, Kaja Widuch, Clare Williams.

¹ joined during the year / * Left during the year



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SERVICE DELIVERY – MANAGER’S REPORT

Service capacity, recruitment and staffing As always, we had a very busy year. We were sad to lose our service in Kingston borough, owing to the loss of some of our ICS (Integrated Care Service) funding. This meant that we closed 2 satellite counselling hubs and had to stop seeing Kingston clients. We have continued our drive to maintain a full counselling team, something that to date has proved very challenging, now that training colleges restrict new counsellors from working with the under 18 age group. However, our success with this meant that although we lost 6 weekly satellite counselling slots, we still managed to see more clients, and provided more sessions, than last year. We currently provide 97 counselling sessions per week.

We interviewed 29 counsellors during the year and took on 12 of these. This has boosted the number of volunteers working at our centre in Twickenham, with our full counselling team up from 25 last year to 33. This has also had a positive impact on our waiting list – down from 146 at the start of the year to 94 at the end. We provide induction training and maintain a programme of internal training, with experienced trainers supporting them to work with a range of challenging issues. We always endeavour to provide a quality service, and their feedback to us always reflects this. Quotes from two ex-counsellors:

“I just wanted to express my gratitude for the support you gave me in my first placement with OTR. As I have moved on to other placements I have appreciated more and more how well-run and supportive OTR was for me as a placement and it will always have a special place in the memory of my counselling journey.”

“I truly am going to miss being at OTR and thank you again for the opportunity to do my placement within such an important organisation. It has honestly been such an enriching experience and the guidance and feedback from you both over the last 18 months has been invaluable.”

Our client group It’s always notable that for the most part our chart statistics, covering age, gender, issues brought, and so on, show remarkable consistency year on year. This year’s charts showing issues brought by young people are virtually identical to last year’s – with a couple of notable exceptions; our statistics for SEN/neurodivergent issues has gone up from 33% last year to 44% this year – a massive increase, with implications on how we work and the skills and training required for counsellors at OTR. Issues with school attendance have also increased from 14% to 24%. This is one of the longer-term effects of the lockdown period where norms were completely disrupted and have not become reestablished.

Other changes are evident over longer periods of time. Ten years ago only 4% of our clients were age 11-12 whereas now it’s 14%. This is consistent with the deteriorating emotional wellbeing of younger groups of people. Other statistics from 10 years back show less change, such as the gender breakdown. Regarding ethnicity our white British clients have decreased from 74% to 67%. Our ethnicity profile has always closely matched the ethnicity breakdown in the borough’s population, and last year we saw a slightly higher proportion of BAME clients than the proportion of BAME young people in the borough.

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Working with partners We always value our partners and are well-known across all our borough schools. We continue to attend the borough Mental Health forum with the ICS (Integrated Care Services), Achieving for Children network meetings, such as the Alternative Provision group, and Youth Access meetings (an umbrella group for Youth Information, Advice and Counselling Services) amongst others. These are all incredibly supportive, enabling us to share valuable experience and knowledge across services. We have also continued to work with our Public Health's 'Portus' project to provide online information to young people on self-harm and suicide.

Our borough GP practices refer their young people to us when they have mental and emotional health difficulties. Our client referral from the statutory sector has increased from 39% last year to 43% this year.

How counselling helps When young people are struggling it is generally not because there is something 'wrong' with them that needs 'fixing'. It is usually a result of external stresses, along with their needs not being sufficiently met to support their growth and self-esteem. Counselling at OTR provides a space where all young people's emotions and thoughts are listened to and validated, and seen within the bigger picture, giving insight into why they feel the way they do. It's our experience that this open and non-judgemental attitude creates a safe space where young people can share what's really troubling them, which they have often hidden from others and themselves. It can be highly vulnerable work, which needs sensitive understanding. But when young people feel fully heard and valued, they will start to develop self-worth, self-confidence and self-esteem. These are the foundation stones that will enable them to step out in life and overcome the knocks and disappointments, as well as embrace relationships and opportunities that they couldn't have done before.

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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,) complete an end-of-counselling questionnaire. These forms are completely anonymous, encouraging honest feedback.

Based on 117 counselling feedback questionnaires, the following percentage of clients ticked 'strongly yes' or 'yes' to the following statements:

I understand myself better	95%
I feel more able to overcome life's challenges	91%
My relationships with others have improved	79%
I feel more positive about the future	91%
Counselling has definitely helped me	97%

We also asked our clients for feedback on their relationship with their counsellor. 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	98%
I feel safe to talk about anything I want to	97%
My views and worries are taken seriously	98%

From the hundreds of feedback comments written by our clients (a few of which are shown in the speech bubbles below) the main themes were:

- Feeling cared for, valued and validated
- Feeling safe to talk about anything
- Having a confidential space / freedom to talk to someone outside their life
- Feeling listened to and understood
- Helped in gaining understanding and a different perspective
- Become less judgemental of themselves, reconnect with who they are
- Develop new skills or ways of relating

Our clients seemed to gain a lot from being heard, understood and cared about, more than being given advice or learning new techniques on managing emotions. This tells us that our relational approach works in allowing them to feel validated, and gain confidence and skills to communicate their own feelings and needs to others, enabling them to lead fuller and more authentic lives.

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Service Feedback

Client Counselling feedback in the past year – what helped?

Every time I leave I feel happy for the rest of the day because I can talk about everything here (age 13)

I feel more calm and supported in life, ready for the future. It was so helpful with managing my frequent panic attacks and breakdowns. They occur much less now due to the amazing support (15)

I feel less alone, like I'm not as damaged as I thought (24)

I really felt listened to and understood, I didn't feel judged at all. It helped me feeling comfortable talking to people (15)

Seeing my counsellor helped me avoid a depressive episode (16)

I understand my needs and emotions better - can cope with triggering situations in a much better way (24)

She helped me with everything (13)

My counsellor has helped me to find healthy ways of dealing with my struggles and has helped me overcome many of them (20)

My counsellor was perfect. She is completely non-judgemental and helped me so much by giving me a safe space to talk about absolutely anything, no matter how traumatic. I wouldn't have wanted anything to be different. The salt lamp created the perfect atmosphere and I used the fidget toys each week as I find it easier to talk and not be so anxious that way.

This service is extremely important. It has completely changed my mind and my life for the better by helping me challenge my negative thoughts, patterns and behaviour – allowing me to grow. My counsellor was so supportive and did not judge or push me at any point. Every session felt like a completely safe space. Before these sessions, I was lost – in my mind and life. I did not see a way to get back to my degree and the excitement I once had for life.

However my counsellor allowed me space to explore the grief, abuse and other traumatic events that caused my crisis. Through her support, care and kindness I felt heard, I felt validated. She helped me reconnect to myself, my passion, my enjoyment for life. I now have the knowledge and tools to go out and thrive again. Things aren't 'fixed' or 'perfect' now, but they are WHOLE LOT better. I no longer have suicidal thoughts and I am so much more confident in my own voice and person. Thank you (female 24)

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One-off counselling sessions We give out a very short questionnaire to clients after their Introductory session. This session gives young people a taste of counselling. It also offers a valuable chance to talk about what's going on for them now, and helps them decide whether they'd find further sessions helpful. It also enables us to do a risk assessment to establish their level of need. We offer additional 'single' sessions to those who need more support while waiting for their regular sessions – they can either attend our drop-in service or book another session. As with ongoing counselling, the results are very positive, and show that even one timely intervention can be very supportive for young people:

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

- 99% - I felt listened to and understood
- 98% - I felt safe to talk about anything I wanted to
- 99% - I felt I was taken seriously
- 81% - I have a better understanding of my feelings/problems
- 83% - I feel more hopeful
- 93% - The session has helped me

The single sessions support young people to feel more hopeful and know that support is out there. Sometimes just one session enables a young person to feel differently about themselves and able to carry on until further support can be provided. This is very strongly demonstrated in the clients' feedback:

What was good about your counselling session? What helped?

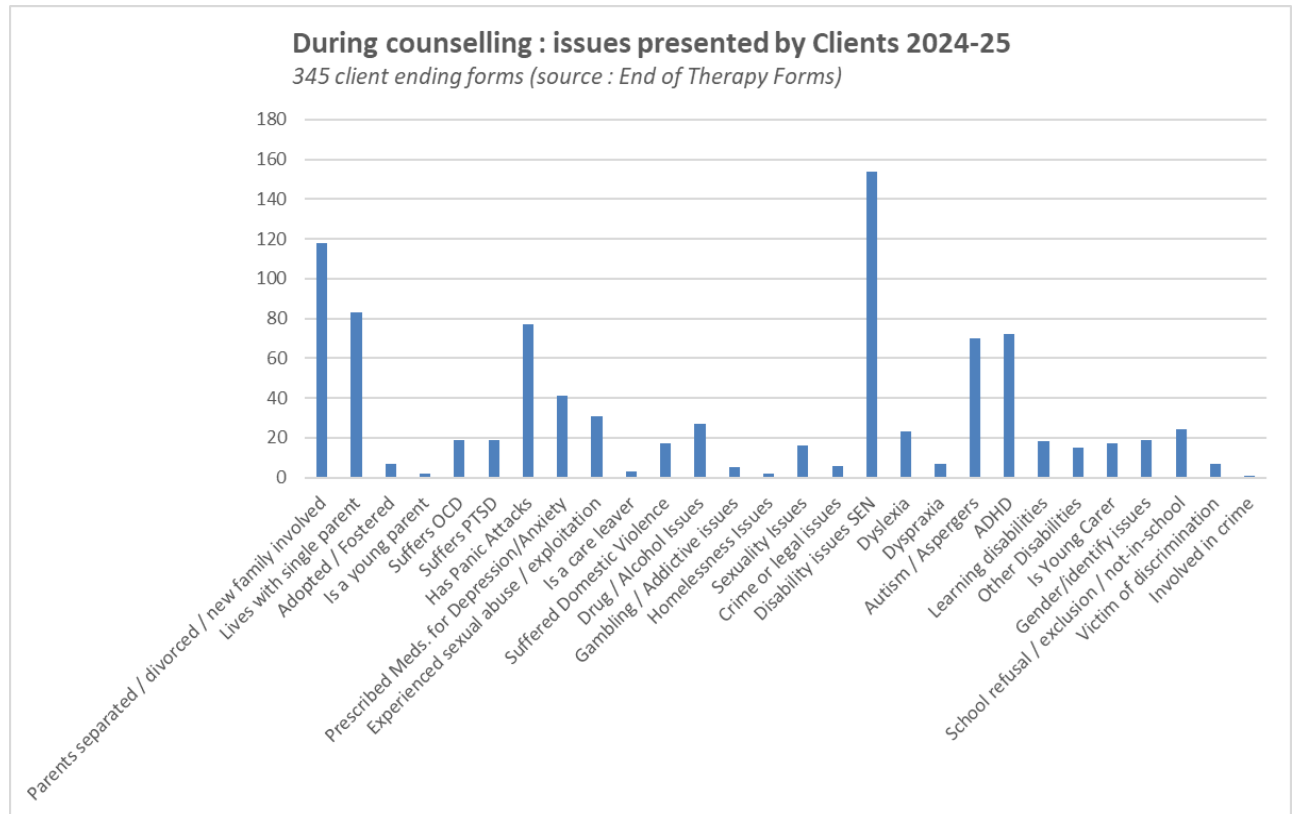
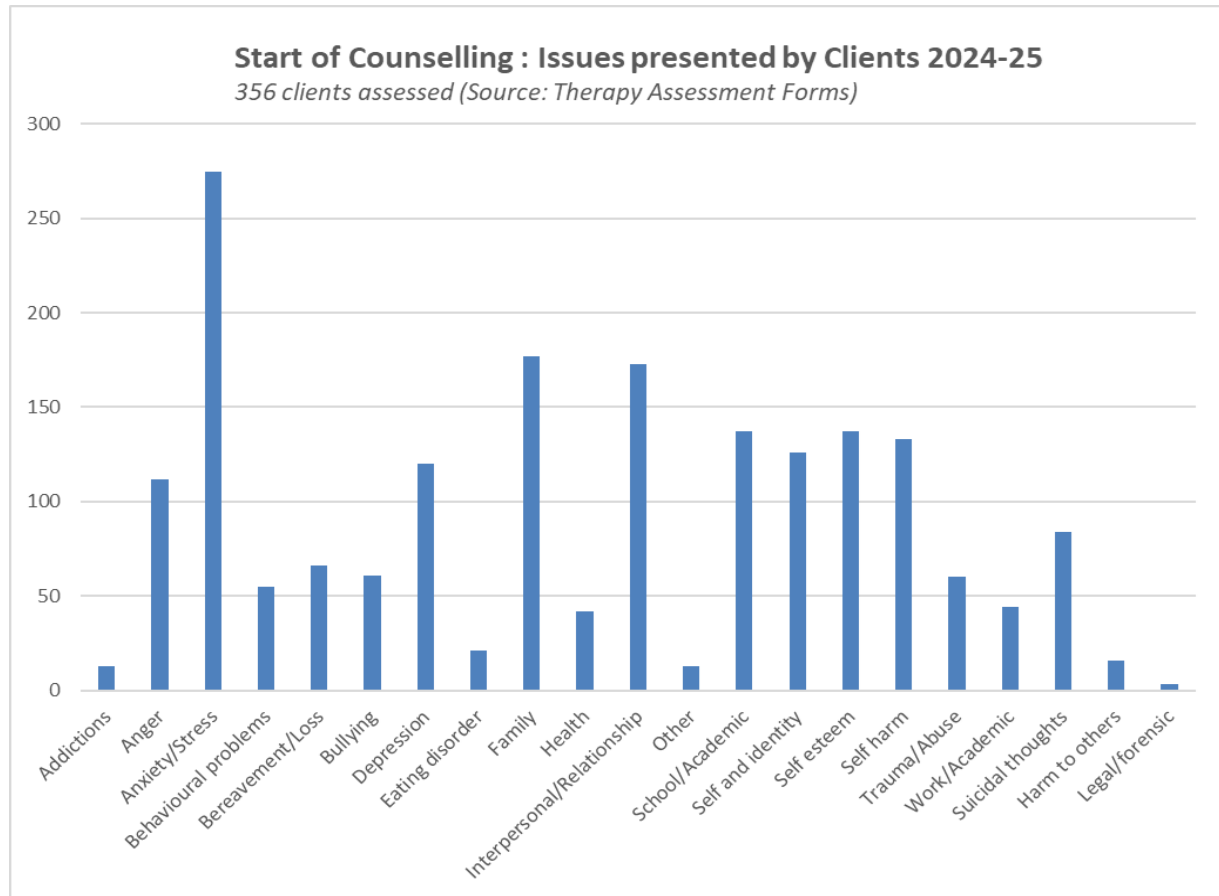
- I felt very understood and heard for the first time
- It was a relief, I feel like a burden had been lifted
- Thank you for listening to me and validating my feelings. I feel much stronger and in control of my emotions.
- What helped was just talking overall and being listened to
- Everything that was said to me made me feel so much better today, thank you.
- I have realised how much I'm still worth and how I need to push through and take small steps.
- It really helped me understand in more detail how I was feeling and gave me strategies to cope
- Open listening without judgement
- Knowing that OTR is here makes me feel more hopeful
- It felt really nice to not feel crazy, and I thought I was going to feel stupid talking about my problems, but I was never made to feel that way
- Very compassionate and understanding - listened and responded without judgement - thank you
- She was really nice and I liked the fidget toys and talking through things
- The back-and-forth breakdown of thoughts and issues helped me look at things from another perspective

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

It's always surprising that, for the most part, the issues year on year, are actually very consistent. The Manager's report on page 3 talks in more detail about the main exceptions to this; our statistics for SEN/neurodivergent issues has gone up from 33% last year to 44% this year, and issues with school attendance have also increased from 14% to 24%.

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Need for our Service



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Case History (disguised)

Joanna, age 11, White Other – online sessions

Brief history:

Joanne was suffering from extreme anxiety, and was often unable to leave the house. She wanted to be with her mum all the time and struggled to get into school. In her first session she asked her mum to speak for her. She wasn't sure she wanted to attend without her mum but was willing to try online therapy.

What happened / how counselling helped:

Joanne shared that she liked playing games, so initially she and her counsellor played games together, building her confidence in the therapeutic space, and allowing her to take control of the sessions – being able to tell her counsellor what she wanted to do also helped her feel safe. As they were working online, they looked at some short videos together and used those as a jumping-off point for discussing feelings and what was going on for her – comparing how characters in a video felt and how those were similar or different to her feelings. In this way she found it easier to share how she felt alone and left out at school, like one of the characters they'd seen.

They were able to explore what that was like for her, and what was going on with her friendship groups. They also talked about what happened in her body when she felt nervous, and she did some artistic drawings on what the nerves felt like in her body. They then spent some time exploring different techniques to help understand and manage how she felt.

Outcomes at end of therapy:

Joanne grew in confidence each week. At the end of the 12 sessions she talked about the huge impact the sessions had had in reducing her anxiety around being at school. She was now able to attend school without worrying. She didn't need to be near her mother all the time, and her relationships at school had also improved. She talked about feeling calmer and less worried, and more able to ask for help now if she needed it. This had the effect of totally transforming her everyday life - from an experience that used to be frightening and challenging, to something that was joyful and far more fulfilling.

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Parent Support

We provide a Parent Support-line so that 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. Anything that helps alleviate anxiety in the parent, gives them new insights or supports them to develop trust in their child, also has the potential to support their child.

Parent feedback

My daughter had two periods of counselling with OTR and benefited enormously from these at a difficult stage of her life. Although the counselling sessions were confidential, I felt strongly that they equipped her with tools to cope with the issues she found challenging and did wonders for her mental health. We were so grateful and feel very lucky to have this local service and I know many other families feel the same.

Referral to OTR counselling service

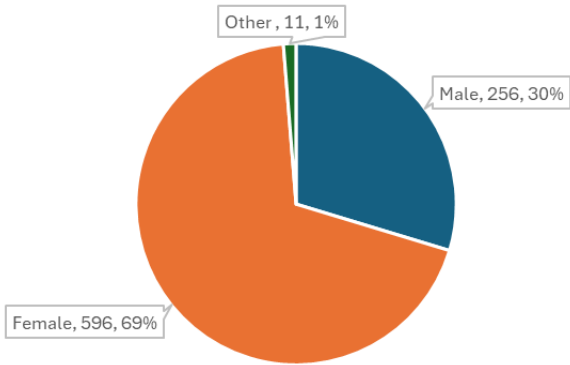
(409 new clients, including 50 who didn't take up the service)

Referral Sources	No.	%
GP	69	17
CAMHS	17	4
CAMHS SPA (Single Point of Access)	39	10
Richmond Talking Therapies	27	7
Emotional Health Service	3	1
AfC– social/statutory services	21	5
Parent / carer	18	4
School staff/nurses	18	4
School other / college	13	3
Friend	29	7
Friend – previous OTR client	7	2
Private / other counselling agency	5	1
Vol. org. (e.g. Mind, Relate, Y Carers)	24	6
Internet	15	4
OTR leaflet / publicity	1	0
OTR SH clinic	2	0
Local knowledge	20	5
Returning client	73	18
Out of borough / Not known	8	2
Total	409	100%
Total which are statutory/medical referrals	176	43%

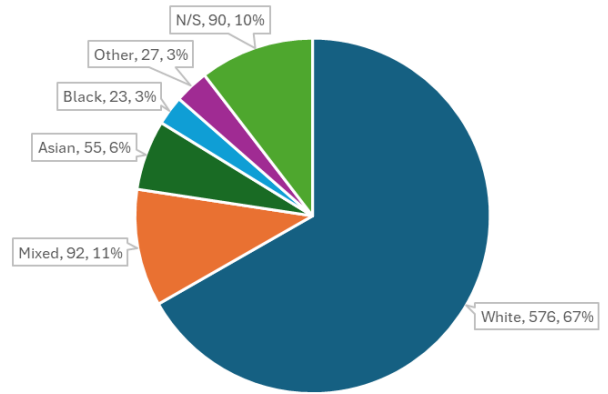
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Charts showing the breakdown in Gender, Ethnicity, Age Groups and Area in the borough of our clients in 2024-2025

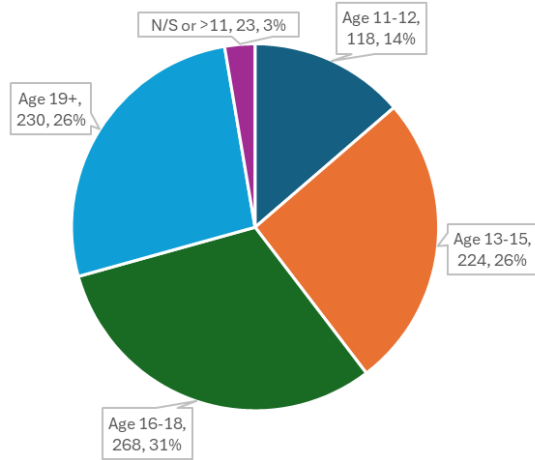
Gender (new clients) : Total Service 2024-25



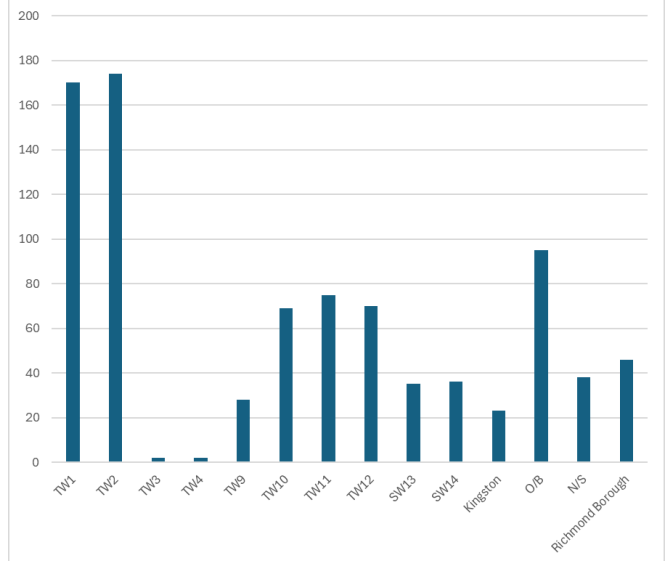
Ethnicity (new clients) : Total Service 2024-25



Age Group (new clients) : Total Service 2024-25



Geographical Area (new clients) : Total Service 2024-25



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CHAIR'S REPORT

Lord Darzi produced a report last year into the state of the NHS and in an interview with him at the time of publication of the report, he said that the thing which had surprised him most was the state of mental health services and particularly young people's mental health services. We, at Off The Record, are not at all surprised by this, as being at the sharp end, we see this every day. The number of young people who seek our services continues to be very high and also the issues that they bring to us are more complex.

Off The Record provides counselling services for young people aged 11 to 24 across the London Borough of Richmond upon Thames and you might be surprised to know that this borough has the second highest level in London of hospitalisations for self-harm, and the highest level of hospitalisations for risky behaviour associated with poor mental health.

Many of the young people who come to us are desperately seeking help for these issues, as well as anxiety, depression, relationship problems, difficulties at school, loneliness and low self-esteem. Many do not feel able to talk to their parents or GP, and they have not been supported at school or by other statutory services.

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 2025 and also what we are intending to do this year. I am pleased to report that Off The Record has had a good year, particularly in relation to its finances and the recruitment of new counsellors.

After making a significant deficit in 2024, we basically broke even in 2025 and our reserves have remained stable at just under six months of annual expenditure. This was despite the fact that we only received £29,520 of statutory funding (from NHS SW London ICS) in the year. They decided, at the end of the first quarter, that they would no longer fund our two satellites which served Kingston clients and therefore, sadly, we had to close those two operations.

I would like to thank all of those who funded us last year. In particular, we received grant funding from Richmond Foundation, Hampton Fund, The Barnes Fund, The Sisters of The Holy Cross Church, BBC Children in Need and Heathrow Community Fund. We also, once again, received free office accommodation from St Mary's Church, Twickenham.

The recruitment of high-quality counsellors to meet the demand which we have for our services has been a challenge for us for some time, but I am pleased to say that for the first time since Covid lockdown, we became fully staffed across all locations during the year.

I would like to thank our Manager, Deborah Kerpner, and her dedicated team of counsellors and office staff. Their enthusiasm and hard work ensured that we continued to deliver an excellent service to our clients. I would like to thank all members of the Trustee Board for their efforts. Very sadly, our Treasurer, Chris Whistler, passed away on 16th May 2025. We were extremely fortunate to have had his considerable involvement for the last two and a half years and he will be much missed.

Our clients continue to really value the services that we provide and we get excellent feedback from them. Our aim is 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 31st March 2025. 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 31st March 2025

We delivered 3,539 sessions during the year, supporting 1,116 young people. This is 2% more sessions than the previous year, despite having to close our two satellites which served Kingston clients in July 2024, due to funding being withdrawn. We also supported 352 parents and carers of young people, up from 214 in the previous year. Our counselling drop-in service saw 501 young people (compared to 542 the previous year) and we provided bookable counselling sessions to 549 young people, up from 501 in the previous year.

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

1 To diversify our fundraising and marketing materials in order to achieve income targets, to maintain sufficient resources to operate at our current capacity

We achieved our income targets for the year and further progress has been made on diversifying our fundraising. However, more still needs to be done regarding diversification. In particular, unrestricted donations and gifts increased to £126,986 in the year compared to £69,594 in the previous year. New grants included £19,500 from the Sisters of the Holy Cross Church, £15,000 from BBC Children in Need and £10,377 from Heathrow Community Trust.

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2 To recruit sufficient additional high-quality counsellors to maintain and maximise current service offer at highest possible capacity

We worked hard during the year to recruit new counsellors and, for the first time since Covid lockdown, we became fully staffed across all locations.

3. Improve efficiency through implementing a customer relations management system (CRM).

Further work has been done on scoping the requirements for a new database/CRM, system, with a view to implementing such a system when we have the necessary funds to do this. Following this, there were a number of meetings with potential CRM providers, but we have not yet found one with the functionality which meets our specific requirements.

4. Develop staff processes to support staff retention and ensure that staffing structure best meets the needs of the organisation.

A draft staff handbook has been produced and this will be finalised and implemented in the coming year. We had no joiners or leavers in the year and the staff team has been stable for the past three years.

5. Develop our community and outreach work through our Friends and Young People's Advisory groups

We recruited new volunteers for our Friends of OTR group and we re-established our Young People's Advisory group (YPAG). This group was invaluable in collaborating on a project we worked on to provide support and guidance on self-harm and suicide. However, further progress needs to be made expanding our YPAG in order to fulfil the objectives which we would like this group to achieve.

Plans for the future

Our key objectives for the year to 31st March 2026 are to:

- Achieve income targets and recruit and retain counsellors to operate at full, budgeted service capacity and, if additional funds are secured, look at expanding services by opening new satellites.
- Invest in infrastructure (systems, structures and people) in order to improve efficiency and security of our current service offering and to facilitate potential future expansion.
- Develop our Young People's Advisory Group to ensure our services continue to meet the needs of our clients.
- Improve awareness and support for our service through improved use of digital resources and our Friends group and disseminate the impact of our work to stakeholders.
- Develop a three-year plan for 2026 to 2029

OFF THE RECORD (TWICKENHAM) LTD

(A company limited by guarantee)

Financial review

1) Overview

The Charity's total income during the period was £305,913 (2024: £212,961) against a total expenditure of £309,743 (2024: £315,932), giving an operating deficit for the period of £3,830 (2024: £102,971). Reserves of £135,252 (2024: £139,083) are carried forward to the next financial year. Unrestricted reserves are £96,161 (2024: £106,402) and restricted reserves are £39,092 (2024: £32,681).

The charity made a deficit of £10,241 (2024: deficit of £62,357) on unrestricted funds. Unrestricted income was considerably higher at £177,958, compared to the previous year (£119,641). Charitable expenditure increased from £174,042 to £186,552, due principally to cost of living salary increases to staff, general inflationary increases in costs and the funding of certain satellites, where funding was retrospectively withdrawn.

The charity made a surplus of £6,411 (2024: deficit of £40,614) on restricted funds. The deficit in the year to 31st March 2024 arose principally from the fact that c£40,000 of funding relating to that year was received in the previous 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 total reserves of approximately six months total charitable 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 31st March 2025, total reserves amounted to £135,253 (2024: £139,083) which represented 5.3 months of total charitable expenditure (2024: 5.4 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 2025, £80,822 (2024: £97,285) was held in three interest-earning bank deposit accounts; £60,185 was held across two fixed-term bond accounts and £20,637 was held in a 35-day access account.

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4) Principal funding

We have heard that many charities of our size across the country have recently struggled with funding and, as a result, have had to close some of their services, so we are very grateful indeed to everybody who has supported our fundraising efforts over the last year.

As noted in the Chair's Report, we received grant funding from Richmond Foundation, Hampton Fund, The Barnes Fund, NHS SW London ICS, The Sisters of The Holy Cross Church, BBC Children in Need and Heathrow Community Fund. We also received funding from Kew Fete, The Astor Foundation, Worshipful Company of Innholders and First Give. We, 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 grateful to local groups and individuals who have donated to us or put on events to support us. This year these included a fundraising drive at The Prince Albert, Twickenham, an auction at the Cole Park Road Residents Association AGM and collections at Eel Pie Studios' Open Weekends. Cosco, Megans, TK Maxx, The Hampton Wick United Charity and The Teddington & Hampton Music Festival also supported us.

One of our trustees, Claire Haynes, together with her running friends, ran the London Winter 10km, raising £3,500 for Off The Record Twickenham. James Whistler ran the London Marathon, raising a total of nearly £6,000, which was shared between us, Anthony Nolan and the Harlequins Foundation. James's time of 3 hours 12 minutes set a new Guinness World Record for the fastest marathon by a person dressed as a Harlequin!

We also ran a number of our own fundraising events which included stalls at 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 is 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.

We had a very successful 'Quiz with a difference' in October, which included a silent auction, and we raised £7,000 from this evening. We will hold a similar event this October.

Finally, we were deeply saddened by the loss of Poppy Drew in March 2024, and we know that all her friends and family were profoundly affected too. Poppy clearly had very many friends, who cared deeply about her and to whom she was very special. We are immensely grateful that her family and friends made us the main charity in Poppy's memory and to date they have raised £22,000 in memory of Poppy. These very generous donations will provide vital support in helping us to continue our work with young people in crisis.

OFF THE RECORD (TWICKENHAM) LTD

(A company limited by guarantee)

Structure, governance and management

1) 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.

2) 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.

3) 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.

4) 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.

5) 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. All trustees have undertaken training on safeguarding, cyber security and IT governance.

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

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 2025

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 on 7th August 2025 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 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 2025.

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

Since the Charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England & Wales ("ICAEW") which is one of the listed bodies.

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:

Debby Metcalf FCA, member of ICAEW
22 Trowlock Ave, Teddington, TW11 9QT

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

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31st MARCH 2025

	Note	Unrestricted funds £	Restricted funds £	Total funds 2025 £	Total funds 2024 £
Income and Endowment from:					
Donations and legacies		147,956	127,955	275,911	183,014
Charitable activities		12,440		12,440	18,266
Other trading activities		12,453		12,453	9,358
Investments		5,109		5,109	2,323
Total income	2	177,958	127,955	305,913	212,961
Resources expended:					
Raising funds	3	1,647		1,647	7,956
Charitable activities	4	186,552	121,544	308,096	307,976
Total expenditure		188,199	121,544	309,743	315,932
Net income/(expenditure)		(10,241)	6,411	(3,830)	(102,971)
Total funds brought forward		106,402	32,681	139,083	242,054
Total funds carried forward		96,161	39,092	135,253	139,083

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)

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31st MARCH 2024

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

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 AS AT 31 MARCH 2025

	Note	Total 2025 £	Total 2024 £
Current assets			
Debtors	8	31,071	36,079
Cash at bank and in hand	9	138,922	47,300
Current asset investments		60,185	57,285
Total current assets		<u>230,178</u>	<u>140,664</u>
Creditors: Amounts falling due in one year	10	(94,925)	(1,581)
Net current assets		<u>135,253</u>	<u>139,083</u>
Total net assets	11	<u>135,253</u>	<u>139,083</u>
Charity funds:			
Unrestricted funds		96,161	106,402
Restricted funds		39,092	32,681
Total funds	12	<u>135,253</u>	<u>139,083</u>

For the financial year ended 31st March 2025, 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

2025 and signed on their behalf by:

..... Trustee

.....Trustee

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

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31st MARCH 2025

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 2025 (cont'd)

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 2025 (cont'd)

2. Income

	Unrestricted funds £	Restricted funds £	Total Funds £
Current year			
Donations and legacies			
Donations & gifts	126,986	127,955	254,941
Gift Aid	4,570	-	4,570
Donated goods, facilities and services	16,400	-	16,400
	<u>147,956</u>	<u>127,955</u>	<u>275,911</u>
Charitable activities			
Sale of services	<u>12,440</u>	<u>-</u>	<u>12,440</u>
Other trading activities			
Fundraising events	<u>12,453</u>	<u>-</u>	<u>12,453</u>
Investment income			
Interest	<u>5,109</u>	<u>-</u>	<u>5,109</u>
Total income	<u>177,958</u>	<u>127,955</u>	<u>305,913</u>

Prior year	£	£	£
Donations and legacies			
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>
Charitable activities			
Sale of services	15,406	-	15,406
Other income	2,860	-	2,860
	<u>18,266</u>	<u>-</u>	<u>18,266</u>
Other trading activities			
Fundraising events	<u>9,358</u>	<u>-</u>	<u>9,358</u>
Investment income			
Interest	<u>2,323</u>	<u>-</u>	<u>2,323</u>
Total income	<u>119,641</u>	<u>93,320</u>	<u>212,961</u>

OFF THE RECORD (TWICKENHAM) LTD
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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31st MARCH 2025 (cont'd)

3. Expenditure on raising funds

All expenditure on raising funds in 2025 and 2024 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

Current year	Unrestricted funds	Restricted funds	Total funds
	£	£	£
Staff costs – remuneration & oncosts	83,343	63,229	146,572
Staff costs - other	11,622	-	11,622
Professional services – clinical supervision	15,555	-	15,555
Project costs – satellite & crisis counselling	44,856	58,315	103,171
Office & Admin costs	6,333	-	6,333
Premises costs	21,197	-	21,197
IT costs	2,389	-	2,389
Governance costs	1,257	-	1,257
Total expenditure on charitable activities	186,552	121,544	308,096

Prior year	Unrestricted funds	Restricted funds	Total funds
	£	£	£
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 costs	2,472	-	2,472
Other costs	491	-	491
Total expenditure on charitable activities	174,042	133,934	307,976

Fees paid to the Charity's Independent Examiner for the independent examination of the Charity's accounts were £800 (2024: £800). No other fees were paid to them.

OFF THE RECORD (TWICKENHAM) LTD
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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31st MARCH 2025 (cont'd)

6. Staff remuneration costs and pensions

	2025	2024
	£	£
Wages and salaries	138,583	136,875
Social security costs	6,432	6,099
Pension costs	1,557	1,599
Total staff costs	<u>146,572</u>	<u>144,573</u>

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

Total amount paid to key management personnel in the year was £81,016 (2024: £78,792)

The average head count of staff employees in the year was 7 (2024: 7).

The average FTE of staff employees in the year was 4 (2024: 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 £1,557 (2024: £1,599) were the contributions paid by the Charity to the fund, of which £755 (2024: £712) 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. (2024 - nil).

Related parties donated £4,545 in the year (2024: £875).

OFF THE RECORD (TWICKENHAM) LTD
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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31st MARCH 2025 (cont'd)

8. Debtors

	2025	2024
	£	£
Float with payroll provider	12,600	12,100
Accrued income	15,621	12,761
Accounts receivable	2,850	11,218
Total	31,071	36,079

9. Cash at bank and in hand

	2025	2024
	£	£
Short term deposits	20,637	40,000
Cash at bank	118,285	7,300
Total	138,922	47,300

10. Creditors: Amounts falling due within one year

	2025	2024
	£	£
Accounts payable	12,006	418
Other creditors	12,949	1,163
Deferred income	69,970	-
Total	94,925	1,581

11. Analysis of net assets

	Unrestricted funds	Restricted funds	Total
	£	£	£
Current year			
Current assets	178,456	51,722	230,178
Current liabilities	(82,295)	(12,630)	(94,925)
Total	96,161	39,092	135,253

Prior year

Current assets	107,565	33,099	140,664
Current liabilities	(1,163)	(418)	(1,581)
Total	106,402	32,681	139,083

OFF THE RECORD (TWICKENHAM) LTD
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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31st MARCH 2025 (cont'd)

12. Movements in funds

Current year	B/fwd at 1/4/2024 £	Income £	Expenditure £	C/fwd at 31/3/2025 £
<u>Restricted Funds</u>				
Barnes Fund	12,608	16,708	(16,298)	13,018
Integrated Care Services	-	29,520	(29,520)	-
Hampton Fund 1	6,000	24,850	(24,638)	6,212
Hampton Fund 2	14,073	24,000	(23,650)	14,423
Heathrow Community Trust	-	10,377	(4,938)	5,439
Sisters of The Holy Cross Church	-	19,500	(19,500)	-
Other small grants	-	3,000	(3,000)	-
	32,681	127,955	(121,544)	39,092
<u>Unrestricted Funds</u>	106,402	177,958	(188,199)	96,161
Total Funds	139,083	305,913	(309,743)	135,253

Barnes Fund	Funding for 2 satellite counselling services in the Barnes district
Integrated Care Services	Statutory sector funding from SW London Integrated Care Services, 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
Hampton Fund 1	Contribution to core salary costs
Hampton Fund 2	Funding for 3 satellite counselling services in Hampton Hill and Teddington
Heathrow Community Trust	Funding towards a Monday crisis counselling service and online counselling provision
Sisters of The Holy Cross Church	Funding towards the cost of the Service Manager salary

Unrestricted funds include: an unrestricted grant of £56,100 from Richmond Foundation (formally known as Richmond Parish Lands Charity) towards core costs; an unrestricted grant of £15,000 from BBC Children in Need 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
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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31st MARCH 2025 (cont'd)

12. Movements in funds

Prior year	B/fwd at 1/4/2023 £	Income £	Expenditure £	C/fwd at 31/3/2024 £
<u>Restricted Funds</u>				
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)	-
	73,295	93,320	(133,934)	32,681
<u>Unrestricted Funds</u>	168,759	119,641	(181,998)	106,402
Total Funds	242,054	212,961	(315,932)	139,083

Barnes Fund	Funding for 2 satellite counselling services in the Barnes area
Integrated Care Services 1	One-off statutory sector funding from SW London Integrated Care Services, for additional counselling in Kingston and Richmond
Hampton Fund 1	Contribution to core salary costs
Hampton Fund 2	Funding for 3 satellite counselling services in Hampton, Hampton Hill and Teddington
Integrated Care Services 2	Statutory sector funding from SW London Integrated Care Services, 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 Foundation (formally known as 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.