REGISTERED CHARITY NUMBER: 277935

Report of the Trustees and
Unaudited Financial Statements for the Period 1 April 2018 to 30 September 2019
for
Youth Concern

Numbers Ltd
32 High Street
Wendover
Buckinghamshire
HP22 6EA

The trustees present their report with the financial statements of the charity for the period 1 April 2018 to 30 September 2019. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

THE YEAR IN REVIEW

'Youth Concern has made strong progress over the first year of Big Lottery Fund funding exceeding all but one of the quantitative indicators in supporting young people to live happy and independent lives by enabling them to access relevant services, education, training and employment opportunities, as well as increasing their confidence, self-belief and living skills'

Big Lottery Fund End of Year 1 Evaluation and Consultation report by Just Ideas Sustainable Solutions Ltd.

CHAIRMAN'S MESSAGE

2019 closes Youth Concern's fourth decade providing essential support to vulnerable young people in the Aylesbury area. In many ways, our fortieth anniversary is not something to celebrate. Our longevity is sad evidence that the services we provide are still very much in need in our community. If anything, the past year has seen increasing demand for our core services. Our drop-in centre, our counselling sessions, and our 'Nightstop' emergency accommodation provision have all seen very high levels of usage. Meanwhile, challenges facing our young people only seem to have grown more complex.

In this difficult context, I am incredibly proud of the work that Youth Concern has done this past year to support struggling young people in Aylesbury. I would like to thank the team for their selflessness, their dedication, and their commitment in fighting for young people who might otherwise be left behind. After thirteen years as Chief Executive, Fran Borg-Wheeler has decided to step down in February 2020. Fran personifies our ethos of putting first the welfare of the young people we exist to help. We would not be the organisation we are without the heart and soul which she has put into all thirteen of those years, and without her vision, ambition and determination. Typically, she has made every effort to help transition her replacement and we have been working on that since bringing in our new Head of Operations in the summer of 2019. On behalf of all our stakeholders, I would like to thank Fran for everything she has done for us.

I must also extend my sincere thanks to our amazing body of volunteers. From drop-in helpers to volunteer counsellors, to our incredible Nightstop hosts and our newly established Business Funding Action Group, we are lucky to be able to call on the support of some exceptionally generous and compassionate members of the community.

In line with Charity Commission best practice we have established a new legal entity, "Youth Concern Charitable Incorporate Organisation," registered number 1175680. All the assets and activities of the original unincorporated Youth Concern (registered number 277935) were transferred to Youth Concern Charitable Incorporated Organisation on 1st October 2019. This is therefore the last reporting period for Youth Concern and covers an eighteen month period.

The services which we deliver do not translate readily into monitorable outcomes and we are grateful for the time taken by our funders to understand the impact of what we do and the support with which they provide us. We tend to develop long standing partnerships with our key funders and that is very much a two way street; we benefit hugely from their input.

We have a loyal team of trustees and I am delighted to have welcomed four new trustees, Louise Reid, Anna Glover, Denise Gibbs and Steven Wells, each of whom bring valuable new skills to the Board. My thanks to all of the trustees who have served during the year, including Dr Sana Zakaria who stood down during the year.

Youth Concern's 41st year will be an important one; we will continue working hard to support vulnerable young people in our area through the many challenges they face, and we will launch the Next Step project which we have been preparing for several years. We are extremely grateful to the Thomas Hickman's Charity for the confidence and patience which they have shown in supporting us in this vital project by buying the property from which we will operate, and we look forward to working hard to make it happen.

THE CHARITY'S OBJECTIVES

Our objective is to act as a resource for vulnerable and homeless young people aged 13-25, especially within Aylesbury Vale, by providing support and assistance through developmental and educational programmes via a drop-in centre and through an emergency accommodation project. We aim to help young people develop their skills and capabilities so they can participate in society as independent, mature and responsible individuals. We support them by advancing their education, relieving unemployment and preventing youth homelessness. We provide recreational and leisure time activities to improve living conditions and relieve physical and mental sickness by providing support through our counselling programmes. As a result of our work our aim is to promote social inclusion for the public benefit by preventing vulnerable young people from becoming socially excluded (which might occur due to unemployment, financial hardship, race, gender, poor educational or skills attainment, disability, ethnic original or experience of the public care or penal system) and helping them integrate into society.

MESSAGE FROM OUR CEO

The past year has been one of steady growth for Youth Concern. The drop-in centre for young people at risk has continued to provide a highly individualised and holistic service to some of the most vulnerable and disadvantaged young people in the local area. The centre provides a welcoming, safe and supportive environment where young people can relax, interact and receive personalised support when required. The informal nature of the centre allows our dedicated staff team to deliver support to some of the most priority need young people in the locality, enabling them to overcome trauma and disadvantages as well as increasing positive long-term life outcomes.

None of this would be possible without our excellent staff and volunteer team who consistently demonstrate a professionalism, care and compassion that helps develop strong, trusting relationships with our young people. This enables the young people to freely discuss issues with our team that they may find difficult to talk about with other, more formal agencies.

This is illustrated by our recent independent evaluation report for the Big Lottery Fund that states that Youth Concern: 'continues to work responsively and holistically to meet the needs and interest of young people in an informal, accessible way, creating space for relationships and trust to be built with staff and enabling young people to articulate and identify any needs or support they require at an appropriate time for them'.

We are also very proud of our counselling service which provides access to packages of person-centred counselling to young people who are often unlikely or unable to access this vital service via other routes. We are very fortunate to have a team of volunteer counsellors, several of whom have been qualified for many years and are therefore able to offer a high level of expertise to our clients.

Our young people remain at the heart of what we do. We consistently seek their views about what they think of our services and how we might improve and develop, via conversations and questionnaires. During 2019, we also consulted with our young people about our rebranding project, in particular in choosing a new logo and telling us what was important to them in redesigning our new website.

Our Nightstop service has continued to provide emergency accommodation for young people facing a homelessness crisis. We are extremely proud to run this service which can respond so quickly for young people in crisis by finding them a safe place to stay quickly, often providing a same day temporary accommodation solution. However, despite the best efforts of our team, we have yet again experienced challenges in identifying and securing follow-on accommodation for our Nightstop clients, due to a shortage of local resource.

I would like to extend my sincere thanks to all our supporters in the past 18 months ranging from staff, volunteers and trustees to individual and business donors and those who have kindly given us their skills on a pro bono basis. Please be assured that each individual contribution has been truly appreciated and has enabled us to offer added value to our beneficiaries.

We were grateful for the offer from former cabinet minister and MP David Lidington CBE's to become an Ambassador for Youth Concern and to the new Mayor of Aylesbury Town, Cllr Mike Smith, who chose us as his charity of the year.

Looking forward to the new year we are very excited about the prospect of opening our new 'Next Step' project which will provide supported accommodation to 9 young people at a time are homeless or in need of housing in the local area. We will be starting conversion work in February 2020 and will open as soon as we're able.

Andrew Tippen, our new Head of Operations, has extensive experience of supported housing and will be responsible for setting up the new project as well as overseeing all operational activities at the drop-in centre. We are delighted to have him join our team.

At the end of February 2020 I will be stepping down as CEO. It has been my absolute privilege to lead this fantastic charity and support and work alongside our fabulous team of staff and volunteers. Moving forward, young people in need can be assured that Youth Concern will continue to be there for them when they need it most. Our young people have been my inspiration over the time I have served them and are evidence of the fact that even seemingly insurmountable challenges and disadvantages can often be overcome with a lot of determination, a glimmer of hope and some support. I would like to extend my thanks to everyone who has made this role fulfilling and enjoyable and who has helped me grow as a leader.

OUR VISION, PURPOSE, VALUES AND PERSONALITY

Our Vision

That every vulnerable young person has the resources they need to lead happy, healthy and fulfilling lives.

Our Purpose

To be there for and respond to vulnerable young people when they need us most.

Our Values

We put young people at the heart of all we do

We care deeply

We listen without judgement

We never give up

We empower and collaborate

Our Personality

Empathetic - this is central to everything we do

Optimistic - we take a positive approach

Determined - this describes our grit and consistency for young people

Bold - we aren't afraid to stand up for young people and stand out from the crowd

OBJECTIVES AND ACTIVITIES

ACHIEVEMENT AND PERFORMANCE

SNAPSHOT OF OUR IMPACT

In the past 12 months we have supported more than 500 vulnerable young people via our core services. In addition, we have reached out to 800+ more young people through awareness and education talks at local schools and at Bucks college group. We have delivered 55 programmes of person-centred counselling to young people experiencing emotional and mental distress. Yet again, the majority of these referrals came from the children and adolescent mental health service which is evidence of the preventative function of our services.

VOICES OF OUR YOUNG PEOPLE

"Thinking of being homeless puts you down completely. They give you a lot of hope in here. You feel really supported. They speak to you about your problems. You have a feeling nothing is going to go wrong" (V)

"I was homeless at the time, I didn't like to say I had problems. I was getting depressed. It helped to cope with my emotions, talking to people, knowing I'm not on my own" (M)

"You can talk about anything that's on your mind. I trust them, that's a massive thing for me. They've never let me down. When I've been in crisis, they've helped me through that. They've literally saved my life" (C)

"When I need the support it's there. They've helped with financial stuff and housing. They are good people just to sit there and listen" (T)

"If there's anything bothering me I can just come here. I do hip-hop and rap music and produce my own music. It feels good to have a place with people I can turn to. My confidence is getting better, especially with doing the must and talking to the people that work here" (J)

"Youth Concern helped set me up with an experience at a building site. I'm in a trial period, learning new skills, I'm a quick learner and motivated. I've met a lot of new people, just generally feel better" (M)

"They supported me with housing, finding accommodation and work, putting together a plan to move on and have my own place. They give options, not just saying you've got to find a job. I've been getting practical tips and experience for interviews." (M)

"I learn something new every time I come in here." (T)

'Evaluation feedback suggests that Youth Concern's approach focuses on empowering young people to make decisions and take action for themselves that will lead to positive change in their lives.... Youth Concern continues to 'bridge the gap' for many disadvantaged young people, practically helping them to increase their independence through accessing benefits such as Universal Credit and accommodation and work opportunities', Big Lottery Fund End of Year 1 Evaluation and Consultation report.

PROGRESS AGAINST OUR STRATEGIC PRIORITIES

In 2018/19 we made great progress towards our strategic priorities which cover the following areas of Operations, Funding, Governance and Staff. Below is a summary of the outcomes and highlights from the year.

OPERATIONAL PRIORITIES

1. To sustain our current level of services and activities
2. To continue to develop the visibility of the organisation with the website rebuild
3. To develop regular KPI reports for the organisation providing headline output and outcome statistics
4. To set up the Next Step accommodation project

1. Highlights of our services and activities

There are many ways that our team support vulnerable young people.

Emotional Support

This is at the heart of our service. Young people have frequently told us that what they most benefit from is being listened to without judgement. Many of our young people do not have a support network where they feel they can share their issues and get support. For some, the Youth Concern team may be their first and last port of call and we pride ourselves with being able to offer a high level of emotional support when young people need it most.

Nightstop

We have continued to run Aylesbury Nightstop, an emergency host-accommodation scheme for young people facing a homelessness crisis. The project has received 108 referrals from 61 individual young people during a 12 month period. In addition to providing a fast response to the accommodation crisis by securing a same day solution, we have also provided holistic support for additional needs as well as longer term housing needs. This has included support with accessing benefits; basic clothes, food, toiletries items; help returning to college or work and emotional support. We have helped a number of young people access longer term housing but again we have experienced a severe lack of appropriate local housing resource making it challenging for our young people to move on after Nightstop. (Please see section on Next Step).

Sexual Health

Every Wednesday the drop-in centre is visited by the Terrence Higgins Trust who provide young people with advice and guidance related to their sexual health, access to contraception and support to access clinics and surgeries with sexual health matters.

Criminal Activity

Some young people who access our service have found themselves in criminal or legal difficulty. We support young people who wish to try and leave a criminal life behind or those who may have been arrested and charged and need help in accessing legal aid.

Mental Health

Our counselling service provides young people with easy access to counselling when other more traditional routes are either unavailable or inappropriate.

Crisis

The nature of our drop-in centre means that it is often the first port of call for a young person in crisis. Crisis is a highly individual event and therefore the support on offer needs to be flexible and responsive. Whether this involves simply a compassionate listening ear or detailed technical support to access emergency food, funds or accommodation, our staff team are always on hand to respond when a young person needs help most.

Food

FareShare provide a selection of fresh and store cupboard food items for distribution to young people from our drop-in centre weekly. We cook with our young people, not only providing them with a hot, nutritious meal, but also teaching a valuable life skill. Food parcels are also prepared and handed out to young people to ensure that they can access good quality food away from our service.

Financial Management

This key area is often central to the difficulties that are facing a young person. Debt amongst young people is rising and this can have a huge effect not only on the status of young people but also on their health and wellbeing. Our team support young people by helping to draw up simple budget plans, to access welfare and benefits and to think about how they spend their money and where savings can be made.

Music Studio

Our music studio is a huge favourite with the young people accessing the drop-in centre and it is often fully booked out. This form of creative output is a fantastic way for them to express themselves, to learn new skills and to socialise with other talented young people.

Social Isolation

Sometimes it is the simplest things that have the greatest impact. Often young people who access the drop-in centre do so as they do not feel that they are welcome or that they fit in in other environments. Our team will always welcome a young person and engage them in conversation which may be the most significant human interaction they have that day. Often a young person may simply wish to be somewhere where they are not judged, not confronted and can simply exist for a while.

Employment, Education and Training

Our jobs board is regularly updated with realistic vacancies in the local area and our team are on hand to provide support in putting a CV together or filling in an application form. At other times we may be helping a young person when something has gone wrong at work or college in order to try and keep them engaged.

2. How we are raising awareness

We held our first corporate supporters event in June 2018 which was attended by the Right Honourable David Lidington MP, who was the guest speaker. Around 60 people attended the event which included local businesses from Wendover and Aylesbury as well as from London.

Our CEO, Fran Borg-Wheeler has also been busy in the year hosting and attending various events for local businesses and charities including a 'managing stress at work' workshop in May 2018 during Mental Health Awareness week with around 35 local charities attending, as well as speaking at a number of national conferences including Third Sector National Fundraising Conference.

We set up a business funding action group in winter 2018 which is already making a tremendous impact both in terms of raising funds and raising awareness. In January 2019, 184 people took part in their charity walk which raised £10k. The business funding action group is also successfully expanding Youth Concern's supporter base through raising awareness of the services we offer and securing new trustees and volunteers.

We have worked with an outside agency to increase our social media reach and activity across Facebook, Twitter and Instagram adopting a planned approach with regular targeted postings. We now have over 1,300 followers on Twitter and nearly 800 on Facebook.

Youth Concern has featured regularly on local Mix 96 radio with interviews with our CEO, Youth Ambassador and service user Sharna Robinson and local businesswoman Caron Vetter. We also appeared on BBC News South to promote our Nightstop service, as well as in profile features in the Bucks Herald newspaper and Vale Life magazine.

We secured the funding for our rebranding exercise with Brandbyme and the rebuild of the website from the Big Lottery Fund. We conducted a tender process to identify a company to rebuild the website, with a goal of streamline content and providing a more modern and engaging appeal. We plan to launch the new website by spring 2020.

3. KPI reports

In 2018/19 we implemented a revised key performance indicators (KPI) monitoring system to more effectively capture meaningful quantitative outcomes that can provide the management and Trustee Board with a comprehensive overview. These are now embedded in the organisation and form part of the bi-monthly CEO reports for the Trustee Board. There are now Key Performance Indicators which cover the following subject areas - service delivery, fundraising, financial, marketing/promotion and safety/wellbeing.

4. The Next Step Accommodation project

We have made great progress towards the opening of the Next Step accommodation project. We extend our sincere gratitude to the Thomas Hickman Charity who purchased a beautiful five bed home in central Aylesbury from which we will run the project. By offering us a peppercorn rent for the first three years, in addition to a revenue grant towards a resettlement worker post, they have enabled us to set up this lifeline project for some of the most vulnerable young people in our locality. Plans for its conversion into accommodation for nine homeless young people were drawn up and submitted following discussions with a number of key stakeholders including local authorities, the Police and local residents. Significant funding for the project has been secured and planning permission approved. Social enterprise Volunteer it Yourself (VIY) will be using some of our young people to do the conversion work with help from volunteer mentors from Wickes. Not only will the young people be gaining valuable work experience, they will also be working towards qualifications and potential job opportunities.

CASE STUDY

Wendy (not her real name) has lived in the UK for 5 years having fled here from Poland with her mother to escape her abusive father. When her mother's new partner moved into their home in 2018 it created a hostile relationship between Wendy and her mother and Wendy left home. In order to be able to rent a room Wendy had to find full time work which meant she had to drop out of college. When her employer unexpectedly let her go she was no longer able to afford the rent and was evicted from the property. Wendy had previously had support from Youth Concern when she was in college and going through the family breakdown in 2018 so when she was made homeless she came back to us for support. After assessing her circumstances we referred her to Nightstop, where she was hosted for a short period and then placed in bed and breakfast. In total Wendy was given 16 nights' safe accommodation. During the month that Youth Concern provided Wendy with support we helped her to look for employment and an affordable private rent and she successfully found a full-time job and a room to rent. Over 18 months later Wendy is still employed full time and in rental accommodation and is enjoying and excelling in her new found independence.

FUNDING PRIORITIES

1. To maintain three national funders and more than 60% of funding committed for core services (non-Next Step) for more than 12 months;
2. To raise £250,000 revenue to fund Year 1 of the Next Step;
3. To raise a minimum of £60,000 from non-grants e.g. corporates / individuals / crowdfunding / events to support the Next Step.

1. Grant Funders

Our proactive bid-writing efforts have continued throughout 2018/2019 and whilst it has at times been challenging, we are pleased to report that we managed to secure 65% of committed funding needed to continue to offer our core services to vulnerable and disadvantaged young people.

During the period we secured restricted and unrestricted funds from a range of funders, including some multi-year commitments from the Big Lottery Fund, Lloyds Bank Foundation - England and Wales, Leathersellers' Company Charitable Fund and Anson Charitable Trust.

In December 2018 Youth Concern started its second year of a three-year grant from the Big Lottery Fund. This grant represented almost forty percent of our annual costs to deliver our core services work, improving our financial sustainability and ensuring that we are well-placed to continue to respond to vulnerable, disadvantaged and at-risk young people.

The significant contribution of other funders over the year played a vital part in Youth Concern's work. Repeat funders included the Garfield Weston Foundation, St James Place Foundation and The Albert Hunt Trust as well as local funders such as William Harding Charity, Thomas Hickman Charity, Aylesbury Town Council and Heart of Bucks. Yet again, Aylesbury Vale District Council's Voluntary and Community Sector Funding Scheme grant contributed towards the running costs of our core services.

New funders included: Esmee Fairbairn Foundation, The Nationwide Building Society, Oxford Health Charity, and Anton Jurgens Charitable Trust.

Youth Concern has continued to focus on diversifying income streams, within the context of reducing risk by relying too heavily on grant income. We have raised additional sources of income by continuing to hire out our venue to community groups. In addition we have increased our funding through donations, due to increased visibility of the charity from targeting resources to enhanced communications.

2. Funding for The Next Step Accommodation Project

By September 2019, we had secured a significant sum towards The Next Step project's first year costs. We had also secured almost all the money required for the conversion project.

3. Funding from non-grants

In 2018/19 we exceeded our target and raised £67k from non-grants to support the Next Step. These funds were raised via community fundraising events, individual and corporate donations and an online crowdfunder. In the relevant period we were delighted with the additional contribution made by businesses both on our Business Fundraising Action group and those business people who agreed to give us their services, resources and expertise on a pro-bono basis. In addition to existing corporates, we welcomed the following new supporters:

- Point of Difference
- Standby Self Storage
- Queensway Hotels
- Wendover Wood
- McAfee
- Farm Foods
- Kings Farm
- Ashridge Security Limited
- Dayla
- Budgens
- Emma Guy Architects
- Kingsley Napley Lawyers
- West Waddy ADP

CASE STUDY

Ash, (not his real name), aged 19, first came to Youth Concern for housing support after he had been thrown out of home by his mother for violent behaviour. He had spent significant time in various care homes in the social care system and had multiple needs inlcuding mental health and behavioural problems and a lack of employment. Youth Concern worked on Ash's behalf to liaise between Ealing Social Care and Aylesbury Vale District Council to assess his needs. He was determined to be a 'looked after child' and therefore in priority need, so was immediately placed in emergency temporary Council housing. Youth Concern helped Ash understand the process of moving to his temporary accommodation and applying for housing benefit and universal credit. Whilst in temporary accommodation Youth Concern made multiple referrals to secure local supported housing provision for Ash, however he eventually found private rented accommodation with a family friend and moved in. We supported him in the process of moving from temporary accommodation to his new home and provided the much-needed support to make the change from housing benefit to Universal Credit. We also advocated on Ash's behalf to gain access to his leaving care grant. He has now been living in a 2 bedroom house for several months and working part time.

GOVERNANCE PRIORITIES

1. To close the charity entity and transfer assets/liabilities to the CIO
2. To involve young people in the evaluation and development of the services
3. To develop the role of high-profile individuals to support the organisation who can help develop its profile and funding
4. To conduct a trustee board skills audit and review succession planning for the Trustee Board

1. CIO

In November 2018 we set up the new CIO and by end of March 2019 we were in the process of transferring the assets and liabilities to the new entity to be in place by 1 October 2019.

2. Involving our young people

In December 2019 we conducted a questionnaire to get young people's feedback on their experience of Youth Concern's services.

Of those who responded;

- 87% agreed that they felt better supported since coming to Youth Concern
- 75% felt support from Youth Concern had made a difference to their health and emotional wellbeing
- 79% said that coming to Youth Concern had made them a happier person
- 83% felt that coming to Youth Concern had made them feel more confident about themselves
- 91% said that the staff team always treated them with respect

In April 2019 we also commissioned an independent company, Just Ideas, to assess our impact during the first year of our Big Lottery Fund grant. They conducted face to face interviews with seven young people as well as members of staff, trustees, volunteers and stakeholders. Feedback from the interviewees suggests that Youth Concern's approach to supporting young people is fundamental to the success it has in reaching young people and enabling them to deal with an often complex range of issues in their lives to achieve greater personal and emotional stability. Direct quotes from the seven young people interviewed can be found on page four of this document.

In 2019/20 we are also planning to set up a virtual young people's focus group that will help to inform how we set up and develop the Next Step project.

3. Securing support from high profile individuals

In the summer of 2019, we were delighted to secure the Right Honourable David Lidington MP as an ambassador for the charity. In addition, we were delighted that the Mayor of Aylesbury Town, Cllr. Mike Smith chose Youth Concern as his charity of the year, pledging to raise funds through numerous fundraising events.

4. Trustee Board skills audit and succession planning

In 2019 we conducted a Trustee board skills audit and as a result identified a skills gap regarding experience relevant to the Next Step project. We therefore took on two new trustees, one of whom specialises in housing and the other in finance risk management.

Succession planning is ongoing to ensure we have the skills and experience to govern the charity.

STAFFING PRIORITIES

1. To develop the proposed future structure of the organisation to ensure adequate delivery and infrastructure support to the growing charity
2. To continue to support and develop our high-quality experienced staff team at the drop-in centre
3. To recruit a staff team for the Next Step project

1. Future structure of the organisation

In 2018/19 we developed our organisation structure by recruiting a full time Head of Operations. Andrew Tippen has extensive experience as a senior manager within supported housing for young people.

We also agreed to take on a part time temporary project development lead for the Next Step project who has supported the CEO in setting up and planning the project.

2. Our current staff team

Our current staff team has continued to grow in both numbers and experience with Youth Concern experiencing very low levels of turnover.

3. Staffing the Next Step project

A staff structure has been prepared for the Next Step project that allows for virtual 24-hour cover, 7 days a week. We will recruit an experienced project manager and the remainder of the team.

CASE STUDY

After being exposed to psychological trauma during her childhood and teens Lyn (not her real name) engaged in risky behaviours including drug taking and interaction with high risk individuals and groups. Lyn had been a talented artist with a wide group of friends. However when her mental health deteriorated, and with her increased reliance on drugs and alcohol, Lynn developed depression. She was unable to work or face normal social situations because of attendant anxiety and panic attacks. This made it difficult for Lyn to leave the sanctity of her home. Lyn cut off ties with friends and was further isolated when her relationship broke down. She became suicidal. This resulted in hospital treatment and a programme of support from mental health services. Sadly this was short term and Lyn soon found herself without any structured support. At the age of 22 Lyn approached Youth Concern for help with her mental health issues. Lyn was accepted for counselling which helped Lyn to work through her depression. Allowing Lyn to work at her own pace, issues around family relationships and social interactions were gently and collaboratively explored. In due course Lyn reported a reduction in her anxiety which meant she was able to apply for and secure a new job. Lyn was also able to develop the resilience needed to survive a broken relationship and ongoing family issues. Lyn continues to work and with ongoing counselling support she can maintain the considerable progress she has made.

STRATEGIC PRIORITIES FOR 2019/20

1. To ensure the drop-in centre continues to provide a high-quality bespoke service to vulnerable and disadvantaged young people
2. To recruit a professional, diverse and experienced team for the Next Step accommodation project
3. To ensure an efficient and smooth opening period for the accommodation project
4. To continue to recruit new Nightstop hosts

The Next Step Accommodation Project

One of Youth Concern's core services is Aylesbury Nightstop, an emergency host accommodation scheme for young people facing a homelessness crisis. Over the past 12 months we have received 108 referrals for 61 young people through Nightstop. Whilst Nightstop is a successful solution as a response to a young person's immediate homelessness crisis it does not always solve the follow-on accommodation problem.

In about 50% of cases there is no next step for these young people and so they remain homeless. In most cases they are not considered priority and are not entitled to Council accommodation. Private landlords are disinclined to rent to young people on housing benefits and private rents are often unaffordable.

In 2020 Youth Concern is launching its flagship youth supported accommodation and employment pathways project called 'The Next Step'. Up to 9 young people at any one time will have a safe home and bespoke one-to-one support packages focusing on health, skills, employment and resettlement to enable a smooth transition to independent living.

Over the past 18 months we have made great progress towards raising £1 million needed to deliver this exciting project. In December 2019 we secured planning permission and we have secured conversion project funding from Aylesbury Vale District Council. We have appointed Cospa/ViY to convert the property into 9 bedrooms, using our young people to work on the building, thereby providing them with skills and industry accreditation.

FINANCIAL REVIEW

The charity received total income of £451,454 during the eighteen months from April 2018 to September 2019. Income included £420,644 in donations and grants, £30,469 in other trading activities and £341 in investment income.

Of the total resources expended on charitable activities of £326,654, £224,991 (74%) related to staff costs and £22,374 related to support costs.

Net current assets as at 30 September 2019 were £240,558.

The charity had cash in the balance sheet of £244,547. A proportion of this figure is deferred income amounting to £75,697, namely grant monies received in advance for services yet to be delivered by Youth Concern. Cash balances are high because Trustees required funds sufficient to cover the first year's operating costs for the new Next Step project to be raised in advance of opening the project.

Reserves brought forward from March 2018 totaled £57,916. These increased to £166,396 by 30 September 2019. The reserves are divided between restricted funds of £66,614 and unrestricted funds totaling £99,782. Restricted funds are utilised on the specific nature of the grants or gifts as specified by the donor and in accordance with the approved objects of the Charity. The unrestricted funds are managed to ensure that the charity holds sufficient funds to meet the requirements under the Trustee's risk management policy and are also to be spent in accordance with the objects of the Charity.

The charity made a surplus of £108,480 in the period, compared to a surplus of £11,872 for the previous year.

The Trustees have considered the risks to which the Charity is exposed and established systems to mitigate those risks.

Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes an unincorporated charity.

The charity is governed under a written constitution adopted on 15th May 1979. An Executive Committee is responsible for the management and administration of the charity.

Recruitment and appointment of new trustees

New members are appointed to fill vacancies by the Executive Committee. Induction of new members to the work of the charity is carried out by the Chief Executive.

The governing document provides for a minimum of 3 and a maximum of 12, to administer and manage the charity. It states that the trustees should include a chair, a vice-chair, secretary and treasurer.

At every annual general meeting of the members, each of the charity trustees shall retire from office. They can then be reappointed or new trustees appointed.

Key management remuneration

The Executive Committee delegates the day-to-day management of the charity to the Chief Executive who is an employee of the charity.

Risk management

The Executive Committee has a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

Currently we have a practical approach to risk management so that, in the event of a major event, the charity could continue to operate in accordance with the charities objectives.

The charity has robust procedures in place to ensure we observe best practice in relation to the Safeguarding of Young People and Vulnerable Adults. We also have in place procedures to minimise the risk of fraud or error and review further risks annually; including financial, operations, data protection and environmental risks.

REFERENCE AND ADMINISTRATIVE DETAILS
Registered Charity number
277935

Principal address
Uptown Coffee bar
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Buckinghamshire
HP19 8FL

Report of the Trustees
for the Period 1 April 2018 to 30 September 2019

Trustees

S Louis	Chairman
K Mitchell	Vice Chairman
P Harris	Honorary Treasurer
S Lambert	Secretary
K Garside	
P Smith	
T Edwards	
E Low	
S Zakaria	resigned 17.8.18
A Glover	appointed 14.5.19
L Reid	appointed 1.12.18
D Leavens	appointed 27.7.18
S Wells	appointed 24.7.18

Independent examiner
Michaela Sansbury
FCA 32 High Street
Wendover
Buckinghamshire
HP22 6EA

Advisers
Bankers
CAF Bank Limited
25 Kings Hill Avenue
Kings Hill
West Malling
Kent
ME19 4JQ

24 Apr 2020

Approved by order of the board of trustees on...and signed on its behalf by:

Stephen Louis
....
Stephen Louis (Apr 24, 2020, 1:12pm)
S Louis - Trustee

Independent examiner's report to the trustees of Youth Concern

I report to the charity trustees on my examination of the accounts of the Youth Concern (the Trust) for the period ended 1 April 2018 to 30 September 2019.

Responsibilities and basis of report

As the charity trustees of the Trust you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the Trust's accounts carried out under section 145 of the Act and in carrying out my examination I have followed all applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of FCA which is one of the listed bodies

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

1. accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 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.

I confirm that there are no other matters to which your attention should be drawn to enable a proper understanding of the accounts to be reached.

M J Sansbury

Kyla Sansbury (Apr 27, 2020, 9:47am)

Michaela Sansbury FCA
Numbers Ltd
32 High Street
Wendover
Buckinghamshire
HP22 6EA

Date: 27 Apr 2020

Statement of Financial Activities
for the Period 1 April 2018 to 30 September 2019

	Notes	Unrestricted funds £	Restricted funds £	Period 1.4.18 to 30.9.19 Total funds £	Year Ended 31.3.18 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	150,298	270,346	420,644	203,822
Other trading activities	3	7,151	23,318	30,469	4,680
Investment income	4	341	-	341	51
Other income		-	-	-	1,024
Total		157,790	293,664	451,454	209,577
EXPENDITURE ON					
Raising funds	5	5,119	11,201	16,320	8,114
Charitable activities	6				
Youth Counselling and Support Services		76,426	156,717	233,143	125,800
Nightstop		23,451	51,373	74,824	55,099
Education and Training		77	3,793	3,870	8,692
The Next Step Project		3,364	11,453	14,817	-
Total		108,437	234,537	342,974	197,705
NET INCOME		49,353	59,127	108,480	11,872
RECONCILIATION OF FUNDS					
Total funds brought forward		50,430	7,486	57,916	46,044
TOTAL FUNDS CARRIED FORWARD		99,783	66,613	166,396	57,916

The notes form part of these financial statements

Youth Concern

Balance Sheet
At 30 September 2019

	Notes	Unrestricted funds £	Restricted funds £	30.9.19 Total funds £	31.3.18 Total funds £
FIXED ASSETS					
Tangible assets	12	1,535	-	1,535	1,921
CURRENT ASSETS					
Cash in hand	13	102,236	142,311	244,547	156,791
CREDITORS					
Amounts falling due within one year	14	(3,989)	-	(3,989)	(4,547)
NET CURRENT ASSETS		98,247	142,311	240,558	152,244
TOTAL ASSETS LESS CURRENT LIABILITIES		99,782	142,311	242,093	154,165
ACCRUALS AND DEFERRED INCOME	15	-	(75,697)	(75,697)	(96,249)
NET ASSETS		99,782	66,614	166,396	57,916
FUNDS	16				
Unrestricted funds				99,782	50,430
Restricted funds				66,614	7,486
TOTAL FUNDS				166,396	57,916

07 Apr 2020

The financial statements were approved by the Board of Trustees on .... and were signed on its behalf by:

Stephen Louis

Stephen Louis (Apr 24, 2020, 1:12pm)
Trustee

The notes form part of these financial statements

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charity, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Charities Act 2011. The financial statements have been prepared under the historical cost convention.

The Trustees do not consider that there are any key assumptions concerning the future, or any other key sources of estimation uncertainty, that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year. There are, therefore, no material uncertainties about the charity's ability to continue as a going concern.

Income

All income is recognised in the Statement of Financial Activities once the Charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Grant income is received from donor organisations and is included in the Statement of Financial Activities over the period for which the grant is provided or the specific project or service extends. Grants that are subject to performance-related conditions, or are specified as being for a set period, are accounted for as a liability and shown in the balance sheet as deferred income. Deferred income is released to income in the reporting period in the relevant period in which the performance-related or other conditions that limit recognition are met.

Voluntary income is received by way of donations and gifts and is included in full in the Statement of Financial Activities when received.

Income from fund raising events is recognised on receipt of the funds.

Income from short-term room hire is recognised over the period of the hire.

Income from interest has been included on the accounts when receipt is probable and the amount receivable can be measured reliably.

1. ACCOUNTING POLICIES - continued

Expenditure
Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, 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 is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

The charity has incurred expenditure on support costs.

The value of any voluntary help received is not included in the accounts but is described in the trustees' annual report.

Raising funds
Raising funds includes all expenditure incurred by the charity to raise funds for its charitable purposes and includes costs of all fundraising activities, events and non-charitable trading.

Charitable activities
Cost of charitable activities include direct cost of Nightstop hosts, staff costs for specific activities or support workers within the centre and an apportionment of staff costs and overheads.

Governance and support costs
Support costs have been allocated between governance costs and other support. Governance costs comprise all costs involving public accountability of the charity and its compliance with regulation and good practice.

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources.

Allocation and apportionment of costs

Tangible fixed assets
Depreciation is provided at the following annual rates in order to write off the cost less estimated residual value of each asset over its estimated useful life.

Equipment	20% on cost
Furniture and Fittings	20% on cost

Taxation
The charity is exempt from tax on its charitable activities.

1. ACCOUNTING POLICIES - continued

Fund accounting

Unrestricted funds arise from general grants, donations and other income generated for the objects of the charity without specified purpose, and can only be used in accordance with the charitable objective at the discretion of the trustees.

Restricted funds are used for the specific purposes as laid down by the donor or when funds are raised for particular restricted purposes, and may not be used for any other purposes. The primary purpose of the charity is to further the advancement of social education and welfare of young people in Aylesbury Vale, particularly those who are at risk or with need. This is achieved through the employment of a team of staff and both the restricted and general funds are used to pay for the salaries, direct costs and equipment of the various projects and services offered, and including a reasonable allocation of support costs and other costs associated with raising, investing and managing the restricted funds.

Creditors

The charity has creditors which are measured at settlement amounts less any trade discounts.

Debtors

Debtors (including trade debtors and loans receivable) are measured on initial recognition at settlement amount after any trade discounts or amount advanced by the charity. Subsequently they are measured at the cash or other consideration expected to be received.

2. DONATIONS AND LEGACIES

	Unrestricted Funds	Restricted Funds	Total Funds 30.09.19	Total Funds 31.3.18
	£	£	£	£
Donations & Sponsorship	18,365	43,421	61,786	22,878
Grants Receivable	129,001	226,925	355,926	180,793
Gift Aid	2,932		2,932	151
	150,298	270,346	420,644	203,822

The total of donations received without conditions from trustees was £1,260.

3. OTHER TRADING ACTIVITIES

	Period 1.4.18 to 30.9.19	Year Ended 31.3.18
	£	£
Fundraising events	23,318	1,696
Room Hire	7,151	2,984
	30,469	4,680

4. INVESTMENT INCOME

	Period 1.4.18 to 30.9.19	Year Ended 31.3.18
	£	£
Deposit account interest	341	51

5. RAISING FUNDS

	Unrestricted Funds	Restricted Funds	Total Funds 2019	Total Funds 2018
	£	£	£	£
Fundraising Consultant	4,426	8,239	12,665	8,114
Marketing (CRM)	693	1,290	1,983	
Fundraising Events		1,672	1,672	
Total	5,119	11,201	16,320	8,114

6. CHARITABLE ACTIVITIES COSTS

	Direct costs	Support costs (See note 7)	Totals
	£	£	£
Youth Counselling and Support Services	215,918	17,225	233,143
Nightstop	70,839	3,985	74,824
Education and Training	3,579	291	3,870
The Next Step Project	13,944	873	14,817
	304,280	22,374	326,654

7. SUPPORT COSTS

	Human resources	Governance costs	Totals
	£	£	£
Youth Counselling and Support Services	9,958	7,267	17,225
Nightstop	2,304	1,681	3,985
Education and Training	168	123	291
The Next Step Project	504	369	873
	12,934	9,440	22,374

Activity	Basis of allocation
Human resources	Activity split 2019
Governance costs	Activity split 2019

8. AUDITORS' REMUNERATION

	Period 1.4.18 to 30.9.19	Year Ended 31.3.18
	£	£
Independent Examiner's Fees	500	500
Other non-audit services	5,259	2,980
	5,759	3,480

9. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the period ended 30 September 2019 nor for the year ended 31 March 2018.

Trustees' expenses
There were no trustees' expenses paid for the period ended 30 September 2019 nor for the year ended 31 March 2018.

10. STAFF COSTS

	30.9.19	31.3.18
	£	£
Salaries & Wages	225,811	133,444
NI Costs	9,068	6,820
Pension contributions	2,942	2,397
	237,821	142,661

The average monthly number of employees during the period was as follows:

	Period 1.4.18 to 30.9.19	Year Ended 31.3.18
	11	9

No employees received emoluments in excess of £60,000.

11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds	Restricted funds	Total funds
	£	£	£
INCOME AND ENDOWMENTS FROM			
Donations and legacies	99,029	104,793	203,822
Other trading activities	4,680	-	4,680
Investment income	51	-	51
Other income	1,024	-	1,024

11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted funds £	Restricted funds £	Total funds £
Total	104,784	104,793	209,577
EXPENDITURE ON			
Raising funds	7,043	1,071	8,114
Charitable activities			
Youth Counselling and Support Services	78,335	47,465	125,800
Nightstop	859	54,240	55,099
Education and Training	135	8,557	8,692
Total	86,372	111,333	197,705
NET INCOME	18,412	(6,540)	11,872
RECONCILIATION OF FUNDS			
Total funds brought forward	32,016	14,028	46,044
TOTAL FUNDS CARRIED FORWARD	50,428	7,488	57,916

12. TANGIBLE FIXED ASSETS

	Plant and machinery £	Fixtures and fittings £	Totals £
COST			
At 1 April 2018	24,521	6,539	31,060
Additions	1,303	-	1,303
Disposals	(20,249)	(5,762)	(26,011)
At 30 September 2019	5,575	777	6,352
DEPRECIATION			
At 1 April 2018	22,910	6,229	29,139
Charge for year	1,456	233	1,689
Eliminated on disposal	(20,249)	(5,762)	(26,011)
At 30 September 2019	4,117	700	4,817
NET BOOK VALUE			
At 30 September 2019	1,458	77	1,535
At 31 March 2018	1,611	310	1,921

13. CASH IN HAND

	31.9.19	31.3.18
	£	£
Cash at bank and at hand	244,547	156,791

14. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	30.9.19	31.3.18
	£	£
Social security and other taxes	1,989	2,531
Other creditors	520	536
Accrued expenses	1,480	1,480
	3,989	4,547

15. ACCRUALS AND DEFERRED INCOME

	31.9.19	31.3.18
Balance at the start of the reporting period	96,249	60,841
Amounts added in current period	430,902	244,985
Amounts released to income	(451,454)	(209,577)
Balance at the end of the reporting period	75,697	96,249

16. MOVEMENT IN FUNDS

	At 1.4.18	Net movement in funds	At 30.9.19
	£	£	£
Unrestricted funds			
General fund	50,430	49,352	99,782
	50,430	49,352	99,782
Restricted funds			
Other Restricted Funds (<£10k income received in year)	4,789	(4,789)	-
Garfield Weston	1,348	(1,348)	-
Heart of Bucks Grant	1,348	(1,348)	-
BLF Reaching Communities	1	(1)	-
BLF Building Capabilities	-	5,720	5,720
The Next Step - Various Donations	-	60,894	60,894
	7,486	59,128	66,614
TOTAL FUNDS	57,916	108,480	166,396

16. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	157,790	(108,438)	49,352
	157,790	(108,438)	49,352
Restricted funds			
Other Restricted Funds (<£10k income received in year)	10,127	(14,916)	(4,789)
Henry Smith - Nightstop	12,500	(12,500)	-
Lloyds Foundation England & Wales	34,679	(34,679)	-
BLF Reaching Communities	137,619	(137,620)	(1)
BLF Building Capabilities	15,000	(9,280)	5,720
Nightstop various donations	7,000	(7,000)	-
The Next Step - Various Donations	66,739	(5,845)	60,894
The Next Step - Sobel Trust	10,000	(10,000)	-
Garfield Weston	-	(1,348)	(1,348)
Heart of Bucks Grant	-	(1,348)	(1,348)
	293,664	(234,536)	59,128
TOTAL FUNDS	451,454	(342,974)	108,480

16. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.17	Net movement in funds	At 31.3.18
	£	£	£
Unrestricted Funds			
General fund	32,016	18,414	50,430
	32,016	18,414	50,430
Restricted Funds			
Other Restricted Funds (<£10k income received in year)	5,037	(248)	4,789
Lloyds Foundation England & Wales	4,825	(4,825)	-
Garfield Weston	2,083	(735)	1,348
Heart of Bucks Grant	2,083	(735)	1,348
BLF Reaching Communities	-	1	1
	14,028	(6,542)	7,486
TOTAL FUNDS	46,044	11,872	57,916

Comparative net movement in funds, included in the above are as follows:

	Incoming resources	Resources expended	Movement in funds
	£	£	£
Unrestricted funds			
General fund	104,784	(86,370)	18,414
	104,784	(86,370)	18,414
Restricted funds			
Other Restricted Funds (<£10k income received in year)	17,607	(17,855)	(248)
Henry Smith - Nightstop	25,000	(25,000)	-
Lloyds Foundation England & Wales	23,558	(28,383)	(4,825)
Garfield Weston	-	(735)	(735)
Heart of Bucks Grant	-	(735)	(735)
BLF Reaching Communities	38,628	(38,627)	1
	104,793	(111,335)	(6,542)
TOTAL FUNDS	209,577	(197,705)	11,872

17. RELATED PARTY DISCLOSURES

There were no related party transactions for the period ended 30 September 2019.

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Parties involved with this document

Document processed	Party + Fingerprint
Fri, 24 Apr 2020 13:12:49 +0100	Stephen Louis - Signer (6d0b5b43b4ce071efbcac79d49ee6539)
Mon, 27 Apr 2020 09:47:21 +0100	Kyla Sansbury - Signer (868d42ad0da9878cac823f70cc77a4fb)
Wed, 29 Apr 2020 10:27:08 +0100	Sharon - Signer (4059db285bd63bec6888fa2228122b17)

Audit history log

Date	Action
Wed, 29 Apr 2020 10:27:08 +0100	The envelope has been signed by all parties. (195.224.187.130)
Wed, 29 Apr 2020 10:27:08 +0100	Sharon signed the envelope. (195.224.187.130)
Wed, 29 Apr 2020 10:27:04 +0100	Sharon viewed the envelope. (195.224.187.130)
Tue, 28 Apr 2020 16:55:58 +0100	Stephen Louis opened the document email. (80.4.54.72)
Mon, 27 Apr 2020 09:47:22 +0100	Document emailed to sharon.hutchings@numbers-ltd.co.uk (18.130.159.15)
Mon, 27 Apr 2020 09:47:21 +0100	Sent the envelope to Sharon (sharon.hutchings@numbers-ltd.co.uk) for signing. (195.224.187.130)
Mon, 27 Apr 2020 09:47:21 +0100	Kyla Sansbury signed the envelope. (195.224.187.130)
Mon, 27 Apr 2020 09:45:42 +0100	Kyla Sansbury viewed the envelope. (195.224.187.130)
Fri, 24 Apr 2020 13:12:49 +0100	Document emailed to kyla.sansbury@numbers-ltd.co.uk (3.8.89.46)
Fri, 24 Apr 2020 13:12:49 +0100	Sent the envelope to Kyla Sansbury (kyla.sansbury@numbers-ltd.co.uk) for signing. (80.4.54.72)
Fri, 24 Apr 2020 13:12:49 +0100	Stephen Louis signed the envelope. (80.4.54.72)
Fri, 24 Apr 2020 13:10:32 +0100	Stephen Louis viewed the envelope. (80.4.54.72)
Fri, 24 Apr 2020 13:10:25 +0100	Stephen Louis opened the document email. (80.4.54.72)
Thu, 23 Apr 2020 15:42:52 +0100	Document emailed to stephen.louis@sevenpeaks.co.uk (3.8.115.126)
Thu, 23 Apr 2020 15:42:52 +0100	Sent the envelope to Stephen Louis (stephen.louis@sevenpeaks.co.uk) for signing. (195.224.187.130)

Thu, 23 Apr 2020 15:40:14 +0100	Sharon has been assigned to this envelope (195.224.187.130)
Thu, 23 Apr 2020 15:40:14 +0100	Kyla Sansbury has been assigned to this envelope (195.224.187.130)
Thu, 23 Apr 2020 15:40:14 +0100	Stephen Louis has been assigned to this envelope (195.224.187.130)
Thu, 23 Apr 2020 15:38:19 +0100	Document generated with fingerprint 467496a21edd7eabc1e8c8ec5c5fd685 (195.224.187.130)
Thu, 23 Apr 2020 15:38:04 +0100	Envelope generated by Liz Jones (195.224.187.130)