Charity registration number: 1163407

Tor Support Services

Annual Report and Financial Statements

for the Year Ended 31 March 2026

Tor Support Services

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Tor Support Services

Reference and Administrative Details

Trustees

Anthony Barker

Dr Emma Sircar

Mervin Scott

Sulina Tallack

Isabel Valder

Daniel Boxall-Simpson

Charity Registration Number

1163407

Principal Office

Okehampton College
20 Mill Road
Okehampton
EX20 1PW

Independent Examiner

Westcotts (SW) LLP
Independent Examiner
Timberly
South Street
Axminster
Devon
EX13 5AD

Tor Support Services

Trustees' Report

The trustees present the annual report together with the financial statements of the charity for the year ended 31 March 2026.

Structure, governance and management

Nature of governing document

Tor Support Services is a Charitable Incorporated Organisation (since September 2015) but has been a registered charity since November 2011. The charity is managed by its Trustee Board of seven.

Recruitment and appointment of trustees

Where it is deemed that the Board of Trustees needs to be supplemented to fill specific skills gaps, invitations to apply to join the Board are placed on the website and elsewhere. Applicants are required to submit a formal application form and those deemed to be worth pursuing are interviewed by two Trustees prior to being invited to be in attendance at a full meeting of Trustees. This provides an opportunity for dialogue between the applicant(s) and the Trustees and permits the applicant(s) to judge whether they wish to proceed with their application or not. At the end of the meeting, the Trustees vote on whether the applicant(s)' membership of the Board should be approved or not.

Induction and training of trustees

Trustees are inducted and trained following charity commission guidance.

Risk management

Internal risks
Risks to which the charity is exposed are regularly reviewed by the Trustees and steps taken as necessary to mitigate these.
Internal risks are minimised by procedures which require authorisation of all transactions and projects and a system of regular supervision and appraisal to ensure consistent quality of delivery of all operational aspects of the charitable company.

Objectives and activities

Objects and aims

Tor Support Services provides a confidential counselling, information and advice service for children and young people between the ages of 5 and 25 and their families from our base at Okehampton College. Our counselling service is provided with a mixture of paid staff and volunteers with each counsellor receiving regular clinical supervision from a paid, qualified supervisor. Each child and young person requiring counselling is assessed by a qualified counsellor who will explore initial presenting issues and assign the child or young person to the most appropriate counsellor. We are members of the British Association of Counselling and Psychotherapy and adhere to its framework in the delivery of our service. Our office and counselling staff and volunteers are all subject to an enhanced DBS check upon commencement of work at Tor, which is reviewed annually, and are all required to complete a minimum of Level 2 Safeguarding training.

Trustees' Report (continued)

Objectives, strategies and activities

2025-26 has been a year of recruitment and organisational growth at TSS, securing our footing for the coming year. In addition, we have worked to continue the transition to digital working and focused on clear and comprehensive safeguarding practices.

There have been several staffing changes at Tor this year, including the appointment of Mrs Perdita Du Pre as our new Non-Clinical Co-ordinator. Mrs Du Pre has worked hard to get up to speed with our various office processes and manage appointments etc, whilst also expanding our outreach via digital channels. Our Facebook page and Instagram account are quick and useful methods to communicate news from our service and look to reach clients and parents.

We have said goodbye to a couple of longer term members of the team. Mrs Hirsch completed her work as a counsellor with us, although she continues in her supervision role, and Mrs Ellis finished with TSS in her role as a contracted counsellor. We thank both of them for all their hard work during their time at Tor. Our thanks also to Ms Pearsall for taking on additional EIP weekday work during the counsellor recruitment process.

There were new opportunities for staff members and we are pleased to report the recruitment of Mr Justin Lewis as our new Children's and Young People's Counsellor, employed for two days a week. Justin started as a placement student with us, achieved his counselling qualification and continued to volunteer with us, sometimes for three days a week, whilst studying for his Level 5 in Counselling Children and Young People.

In addition, in January, we recruited two new part-time fundraisers in recognition of the time demands of this role hitherto on Trustees and with the ambition of putting Tor on a more secure financial footing. While we had initially aimed to recruit one person the level of skills and commitment demonstrated at interview meant that we appointed two: Mrs Laura Wilkins and Ms Eleanor Pitts-Tucker. With their blend of experience in formal grant applications, social media communications, website management and building local relationships, and working alongside the fundraising Trustees, we now have what should be a comprehensive fundraising team.

Across the year, we have said hello to several new placement students and one new non-clinical placement student, with the ambition that they will transition to a clinical role when possible during their training. Their assistance in the office has been invaluable on a Friday in assisting the office team who are often stretched completing initial assessments.

Alongside the staffing changes, the Tor team has continued to operate as it always does, a friendly and committed team working hard to serve its client group. We have continued to focus on improving and developing our safeguarding practice, undertaking training and communicating across the team and with outside agencies when needed. This remains a priority for us and we will carry this forward into our next year.

Our other key piece of work is the transition to online documents rather than paper-based systems. Carried forward from last year, each counselling room is equipped with a touch-screen laptop and every counsellor can log in to the office system to record their notes following a client session. This has significantly reduced the volume of paperwork generated and helped streamline the note taking process.

Tor's contracted arrangement with the North Dartmoor PCN has continued for this year, providing counselling services to clients aged 10 to 25 across all five medical centres involved. The waiting list for this Saturday service has remained consistent and sessions well booked up.

As for last year, with a core of 12-14 personnel, TSS has been able to offer in excess of 55 counselling sessions every week during the academic year. This equates to over 2,145 counselling sessions in 39 weeks which is an amazing offering for a small, local charity working on a limited budget. We aim to provide the same, or greater, service in the coming year.

Figures for 2025-26 are given below; figures for 2024-25 are given in brackets where applicable:

In the year from 1st April 2025 to 31st March 2026, we received a total of 266 (275) referrals, a slight decrease of 4%. This reduction is, we believe, due to the presence of the Mental Health in Schools Team (MHST) now working in Okehampton College as some referrals will have been diverted to that team. During the year 2025-26, we worked with 246 clients.

The age range of clients was 66 (94) aged 5-10 years old, 165 (146) aged 11-15, 25 (27) aged 16-18 and 10 (8) between 19 and 25. This year saw an increased level of demand from age 11+ clients so that clients aged 11 to 18 represented 69% of demand and primary age children 27% of demand (the remainder being 18+ clients). Across the age groups, the level of demand remains high.

In this year, 55% (53%) of our clients were students at Okehampton College and 26% (33%) from primary schools. 32% of referrals were made by Okehampton College/DMAT staff, 36% by parent/carer, 14% by GP and 7% were a self-referral.

The top five presenting issues for secondary age and older children were, in order to total ranking scores - Anxiety, Anger, Bereavement, School and Family. In terms of number of individuals describing their presenting issues, Anxiety was mentioned by 83% of clients for whom we have data, Anger for 57%, School for 51%, Self-Esteem and Depression both scoring at 49% of clients.

Post counselling analysis shows that, for clients for which we have data (aged 11+), 92% of clients reported an improvement in their overall wellbeing following counselling. We also see that 100% of clients agreed with the statement ‘The counsellor helped me to understand my situation and my feelings’ and also ‘I understood that what I said to the counsellor was confidential unless I was at risk’. 80% of clients agreed with the statement ‘I feel more positive since going for counselling’ and 83% agreed they would recommend counselling to a friend. The trend that clients didn’t worry about other people knowing they were attending for counselling continued with a positive theme for feedback, with clients stating ‘I felt heard, validated and listened to’, ‘Knowing I can talk to someone I actually trust’ and ‘I didn’t have to worry about school for 50 minutes and could get stuff off my chest’.

Public benefit

In planning our activities for the year we have kept in mind the Charity Commission guidance on public benefit.

The trustees confirm that they have complied with the requirements of section 17 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales.

Financial review

Grant aid remains by far and away the main source of income and the resignation of two of the fundraising Trustees led to a significant gap in applications and in awards being granted. As a consequence, two part-time appointments were made in January 2026 with the specific task of fundraising.

Trustees' Report (continued)

Policy on reserves

As at 31 March 2026, the charity had reserves totalling £49,318 of which £8,697 is unrestricted. Whilst this level of unrestricted reserves equates to only approximately one month's expenditure, the Trustees believe that the total reserves held are adequate to enable the charity to continue but the Trustees aim to increase the unrestricted reserves held.

Plans for future periods

Aims and key objectives for future periods

The trustees will continue to achieve the objectives of the charity and look to increase incoming resources.

Trustees and officers

During 2025-2026 the Board of Trustees changed with the resignations of Victoria Bunney, Karrie-Ann Hancock, Jane Lake and Kim Whittle. After many years serving as Chair, Kathryn Vile stepped down and her place has been taken by Emma Sircar.

New appointments were made of Dan Boxall-Simpson and Izzy Valder. As at 31 March 2026, the Board comprises: Emma Sircar (Chair), Tony Barker (Treasurer), Dan Boxall-Simpson, Mervin Scott, Sulina Tallack and Izzy Valder.

Statement of Trustees' Responsibilities

The trustees are responsible for preparing the trustees' report and the financial statements in accordance with the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and applicable law and regulations.

The law applicable to charities requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity 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 in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charities (Accounts and Reports) Regulations 2008, and the provisions of the constitution. The trustees are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Trustees' Report (continued)

The annual report was approved by the trustees of the charity on 9 July 2026 and signed on its behalf by:



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Anthony Barker
Trustee



Dr Emma Sircar
Trustee

Tor Support Services

Independent Examiner's Report to the trustees of Tor Support Services

I report to the trustees on my examination of the accounts of Tor Support Services for the year ended 31 March 2026.

Responsibilities and basis of report

As the charity trustees of Tor Support Services 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 Tor Support Services's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

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 Tor Support Services 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 accounting 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 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.

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Robyn Gifford-England ACA
Westcotts (SW) LLP
Independent Examiner
Timberly
South Street
Axminster
Devon
EX13 5AD

Date: 03 August 2026

Tor Support Services

Statement of Financial Activities for the Year Ended 31 March 2026

	Note	Unrestricted funds £	Restricted funds £	Total 2026 £	Total 2025 £
Income and Endowments from:					
Donations and legacies	2	12,862	46,595	59,457	88,568
Charitable activities	3	23,470	-	23,470	22,400
Investment income	4	1,220	-	1,220	1,793
Total income		37,552	46,595	84,147	112,761
Expenditure on:					
Charitable activities	5	(55,237)	(49,356)	(104,593)	(106,307)
Total expenditure		(55,237)	(49,356)	(104,593)	(106,307)
Gains/losses on investment assets		-	(515)	(515)	123
Net movement in funds		(17,685)	(3,276)	(20,961)	6,577
Reconciliation of funds					
Total funds brought forward		26,382	43,897	70,279	63,702
Total funds carried forward	14	8,697	40,621	49,318	70,279

All of the charity's activities derive from continuing operations during the above two periods.

The funds breakdown for 2025 is shown in note 14.

Tor Support Services

(Registration number: 1163407)
Balance Sheet as at 31 March 2026

	Note	2026 £	2025 £
Fixed assets			
Tangible assets	11	434	322
Investments	12	18,710	19,225
		19,144	19,547
Current assets			
Cash at bank and in hand		31,038	53,794
Creditors: Amounts falling due within one year	13	(864)	(3,062)
Net current assets		30,174	50,732
Net assets		49,318	70,279
Funds of the charity:			
Restricted income funds			
Restricted funds		40,621	43,897
Unrestricted income funds			
Unrestricted funds		8,697	26,382
Total funds	14	49,318	70,279

The financial statements on pages 8 to 21 were approved by the trustees, and authorised for issue on 9 July 2026 and signed on their behalf by:

Anthony Barker
Trustee

Dr Emma Sircar
Trustee

1 Accounting policies

Statement of compliance

The financial statements have been prepared in accordance with the second edition of the Charities Statement of Recommended Practice issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Charities Act 2011.

Basis of preparation

Tor Support Services meets the definition of a public benefit entity under FRS 102. The accounts (financial statements) have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these accounts.

Going concern

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

Income and endowments

Voluntary income including donations, gifts, legacies and grants that provide core funding or are of a general nature is recognised when the charity has entitlement to the income, it is probable that the income will be received and the amount can be measured with sufficient reliability.

Donations and legacies

Donations and legacies are recognised on a receivable basis when receipt is probable and the amount can be reliably measured.

Grants receivable

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset’s use. Other support costs are allocated based on the spread of staff costs.

Charitable activities

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Governance costs
These include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustees meetings and reimbursed expenses.

Taxation
The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

Tangible fixed assets
Individual fixed assets costing £100.00 or more are initially recorded at cost.

Depreciation and amortisation
Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Depreciation method and rate
Equipment	3 years straight line

Fixed asset investments
Fixed asset investments, other than programme related investments, are included at market value at the balance sheet date. Realised gains and losses on investments are calculated as the difference between sales proceeds and their market value at the start of the year, or their subsequent cost, and are charged or credited to the Statement of Financial Activities in the period of disposal.

Unrealised gains and losses represent the movement in market values during the year and are credited or charged to the Statement of Financial Activities based on the market value at the year end.

Cash and cash equivalents
Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Fund structure
Unrestricted income funds are general funds that are available for use at the trustees discretion in furtherance of the objectives of the charity.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Financial instruments

Classification

Financial assets and financial liabilities are recognised when the charity becomes a party to the contractual provisions of the instrument.

Recognition and measurement

Basic financial instruments are initially recorded at the amount receivable or payable including any related transaction costs, unless the arrangement constitutes a financing transaction, where is is recognised at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

2 Income from donations and legacies

	Unrestricted funds General £	Restricted funds £	Total 2026 £
Donations and legacies;			
Donations	1,651	-	1,651
Gift aid reclaimed	136	-	136
Grants, including capital grants;			
Grants received	11,075	46,595	57,670
	12,862	46,595	59,457

	Unrestricted funds General £	Restricted funds £	Total 2025 £
Donations and legacies;			
Donations	1,755	-	1,755
Grants, including capital grants;			
Grants received	19,488	67,325	86,813
	21,243	67,325	88,568

3 Income from charitable activities

	Unrestricted funds General £	Restricted funds £	Total 2026 £
Charitable Activities	23,470	-	23,470

	Unrestricted funds General £	Restricted funds £	Total 2025 £
Charitable Activities	-	22,400	22,400

4 Investment income

	Unrestricted funds General £	Restricted funds £	Total 2026 £
Investment income	1,220	-	1,220
	1,220	-	1,220

	Unrestricted funds General £	Restricted funds £	Total 2025 £
Investment income	1,793	-	1,793
	1,793	-	1,793

5 Expenditure on charitable activities

	Note	Unrestricted funds General £	Restricted funds £	Total 2026 £
Salaries & staff costs incl supervision		40,101	30,518	70,619
Travel/ volunteer expenses		1,058	-	1,058
Office costs - other		3,770	303	4,073
Training		654	-	654
Depreciation		289	35	324
Session resources		6,596	18,500	25,096
Bank charges		118	-	118
Fundraising expenses		216	-	216
Insurance		1,038	-	1,038
Governance costs	6	1,397	-	1,397
		55,237	49,356	104,593

	Note	Unrestricted funds General £	Restricted funds £	Total 2025 £
Salaries & staff costs incl supervision		26,260	45,121	71,381
Travel/ volunteer expenses		346	1,783	2,129
Office costs - other		3,761	295	4,056
Training		259	1,100	1,359
Depreciation		240	35	275
Session resources		8,007	16,022	24,029
Bank charges		319	-	319
Fundraising expenses		216	-	216
Insurance		772	-	772
Governance costs	6	1,771	-	1,771
		41,951	64,356	106,307

6 Analysis of governance and support costs

Governance costs

	Unrestricted funds General £	Total funds £
Legal fees	828	828
Other governance costs	569	569
Total for 2026	1,397	1,397
Total for 2025	1,771	1,771

7 Net incoming/outgoing resources

Net (outgoing)/incoming resources for the year include:

	2026 £	2025 £
Depreciation of fixed assets	324	275

8 Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

No trustees have received any reimbursed expenses or any other benefits from the charity during the year.

9 Independent examiner's remuneration

	2026 £	2025 £
Examination of the financial statements	864	840

10 Taxation

The charity is a registered charity and is therefore exempt from taxation.

11 Tangible fixed assets

	Furniture and equipment £	Total £
Cost		
At 1 April 2025	2,800	2,800
Additions	436	436
At 31 March 2026	3,236	3,236
Depreciation		
At 1 April 2025	2,478	2,478
Charge for the year	324	324
At 31 March 2026	2,802	2,802
Net book value		
At 31 March 2026	434	434
At 31 March 2025	322	322

12 Fixed asset investments

Investments

	Listed investments £	Total £
Cost or Valuation		
At 1 April 2025	19,225	19,225
Fair value movement	(515)	(515)
At 31 March 2026	18,710	18,710
Net book value		
At 31 March 2026	18,710	18,710
At 31 March 2025	19,225	19,225

13 Creditors: amounts falling due within one year

	2026 £	2025 £
Trade creditors	-	2,222
Accruals	864	840
	864	3,062

Notes to the Financial Statements for the Year Ended 31 March 2026 (continued)

14 Funds

	Balance at 1 April 2025 £	Incoming resources £	Resources expended £	Other recognised gains/(losses) £	Balance at 31 March 2026 £
Unrestricted funds					
General					
General Unrestricted Funds	26,382	37,552	(55,237)	-	8,697
Restricted funds					
United Charities	-	24,595	(21,991)	-	2,604
Investments held	19,225	-	-	(515)	18,710
Awards for All	14,951	20,000	(18,343)	-	16,608
The Gibbons Family Foundation	-	2,000	-	-	2,000
Devon Community Foundation	3,680	-	(3,680)	-	-
Newby Trust	1,304	-	(1,304)	-	-
South West Water	1,237	-	(538)	-	699
Pixel	3,500	-	(3,500)	-	-
	43,897	46,595	(49,356)	(515)	40,621
Total funds	70,279	84,147	(104,593)	(515)	49,318

Notes to the Financial Statements for the Year Ended 31 March 2026 (continued)

	Balance at 1 April 2025 £	Incoming resources £	Resources expended £	Transfers £	Other recognised gains/(losses) £	Balance at 31 March 2026 £
Unrestricted funds						
General						
General Unrestricted Funds	23,791	23,036	(41,951)	21,506	-	26,382
Restricted funds						
United Charities	-	23,558	(23,558)	-	-	-
Investments held	19,102	-	-	-	123	19,225
Awards for All	5,709	19,000	(9,758)	-	-	14,951
The Gibbons Family Foundation	-	3,000	(3,000)	-	-	-
Devon Community Foundation	-	5,000	(1,320)	-	-	3,680
Primary Care Network	11,228	22,400	(12,122)	(21,506)	-	-
Newby Trust	2,099	5,000	(5,795)	-	-	1,304
South West Water	1,773	-	(536)	-	-	1,237
Pixel	-	3,500	-	-	-	3,500
CLASP	-	8,267	(8,267)	-	-	-
	39,911	89,725	(64,356)	(21,506)	123	43,897
Total funds	63,702	112,761	(106,307)	-	123	70,279

The specific purposes for which the funds are to be applied are as follows:

The investment fund is restricted in that the capital cannot be disposed. Any income arising from the investments is available to be spent at the discretion of the trustees.

United Charities - this fund is for the cost of conducting counselling sessions.

Awards for All - this fund is for the cost of conducting counselling sessions.

Devon Community Foundation - this fund is for the cost of conducting counselling sessions.

Primary Care Network - this fund is used (a) to meet the costs of conducting counselling sessions on the 39 Saturdays each year that fall within school term time and (b) towards the general costs of conducting other counselling sessions throughout the year. The unspent balance each year is transferred to unrestricted funds.

Newby fund - this fund makes a contribution towards the various costs of conducting counselling sessions.

South West Water - this fund is to be used for the purchase of items for inclusion in session resources.

CLASP funds - this fund is administered through the Devon Community Foundation and is specifically awarded to cover the costs of counselling for those who have expressed a suicidal tendency.

The Gibbons Family Foundation - this fund is for the general costs of conducting counselling sessions.

The Pixel Fund - this fund is for the general costs of conducting counselling sessions.

Notes to the Financial Statements for the Year Ended 31 March 2026 (continued)

15 Analysis of net assets between funds

	Unrestricted funds General £	Restricted funds £	Total funds at 31 March 2026 £
Tangible fixed assets	434	-	434
Fixed asset investments	-	18,710	18,710
Current assets	9,127	21,911	31,038
Current liabilities	(864)	-	(864)
Total net assets	8,697	40,621	49,318

	Unrestricted funds General £	Restricted funds £	Total funds at 31 March 2025 £
Tangible fixed assets	287	35	322
Fixed asset investments	-	19,225	19,225
Current assets	29,157	24,637	53,794
Current liabilities	(3,062)	-	(3,062)
Total net assets	26,382	43,897	70,279

16 Related party transactions

There were no related party transactions in the year (2025: none).

Tor Support Services annual report 2025 – 2026

Chair of trustee's report

This has been my first year as Chair of Trustees for this extraordinary, small but mighty organisation that has delivered on average more than 55 much needed counselling sessions a week during term time this year, to children and young people in our community. The 2024-25 report on Children and Young Peoples Mental Health Services has just been released by the Children's Commissioner, and it confirms what we already knew: that a devastating lack of resource being directed to mental health support for young people is exacerbating an increasing prevalence of poor mental health and distress amongst children, identified in the report as a 'crisis' . Since 2018-19, the need for support amongst children and young people has doubled, with 1 in 10 now being referred to mental health services. The most widely cited concern from schools and colleges is the lack of suitable local provision. While shocking and saddening that so many are finding themselves in distress with nowhere to turn, I am proud that we are addressing this need head on in our community- and I am proud to lead our board and support our staff in their vital life changing and sometimes lifesaving work.

The majority of the funding for our service comes from grant funding. The fundraising landscape is becoming more challenging year on year. Despite this we have continued to deliver the same level of service this year.

There have been changes in membership of our board of trustees over the year. Jane Lake, Kim Whittle and Sulina Tallack have stepped down as secretary, safeguarding lead, and fundraising lead respectively. They were all valued members of the team, and we thank them for their time, energy and support of the service. We have welcomed Dan Boxall-Simpson (at the last AGM), Isabel Valder, Catriona Elton and Hazel Fox, they bring lots of different experience and skills to the board.

This year we took the decision to employ people with the correct experience to take over the fundraising role from the trustees and deal with the large grant applications and future planning around fundraising. This is to ensure more continuity as we had quite a turnover in our fundraising trustees in the last few years and try to ensure that we can maintain our funding streams to ensure our viability for the future. Laura Wilkins and Ellie Pitts-Tucker have joined our team and are doing a sterling job.

I cannot thank all of you who have supported our service over the course of this year (and previous years) enough – donors, volunteers, staff and trustees. Together we make this service possible and are able to support the young people in our community.

Emma Sircar – Chair of Trustees

Treasurer's report

Financial report on the 2025-2026 operational year Grant aid remains our main source of income. The work in making applications to funders had always fallen to individual Trustees. When two of them resigned early in 2025, this meant there was a much-reduced capacity for making applications and a consequent gap in awards of grant aid. This all led to a situation in which expenditure in 2025-2026 was considerably higher than income. This contrasted with the two previous years in which there had been a surplus of income over expenditure.

The budget for 2025-2026 had been agreed at the Trustees' meeting held in March and was for a total of £113,570. £78,500 was for staff related costs, £7,906 was to cover the costs of keeping the office going, £12,500 was for the direct costs of counselling sessions conducted by our External Independent Providers (EIPs) and £14,664 to the direct costs of operating the Saturday counselling sessions under the Primary Care Network (PCN) arrangement. This last cost would, of course, be more than offset by the recharge to Okehampton Medical Centre. Income for the year totalled £84,082. Of this, £58,670 came in awards of grant aid, £23,470 came from recharges for operating the Saturday (PCN) sessions and £1,942 came in sundry donations. Organisations that were able to continue their support to us were Okehampton United Charities (now Okehampton Foundation), Okehampton Town Council, Okehampton Hamlets Parish Council, the National Lottery in the guise of Awards for All, Devon Community Foundation under a variety of guises, the Gibbons Family Trust and Okehampton Lions. In addition, awards from first-time funders were approved by the Parish Councils in South Tawton, North Tawton and Chagford, from two local lodges within the Masonic movement and from Hatherleigh Pink Ladies. Our thanks go to all of them.

As always, expenditure was mainly on the core service delivery costs. 64% went on staff salaries and 27% went in payments made to our EIPs for conducting counselling sessions and for supervision. Just 8% was taken up on keeping the office going. With a deficit for the year and a significant gap in applications for grant aid, Trustees decided that some additional staff resource was needed and two members have been recruited on short-term contracts with the specific purpose of re-invigorating our fundraising efforts.

Tony Barker Treasurer Trustee September 2026

The full annual financial report 2025-2026 is on SharePoint

Service manager's report

2025-26 has been a year of recruitment and organisational growth at TSS, securing our footing for the coming year. In addition, we have worked to continue the

transition to digital working and focused on clear and comprehensive safeguarding practices.

There have been several staffing changes at Tor this year, including the appointment of Mrs Perdita Du Pre as our new Non-Clinical Co-ordinator. Mrs Du Pre has worked hard to get up to speed with our various office processes and manage appointments etc, whilst also expanding our outreach via digital channels. Our Facebook page and Instagram account are quick and useful methods to communicate news from our service and look to reach clients and parents.

We have said goodbye to a couple of longer-term members of the team. Mrs Hirsch completed her work as a counsellor with us, although she continues in her supervision role, and Mrs Ellis finished with TSS in her role as a contracted counsellor. We thank both of them for all their hard work during their time at Tor. Our thanks also to Ms Pearsall for taking on additional EIP weekday work during the counsellor recruitment process.

There were new opportunities for staff members and we are pleased to report the recruitment of Mr Justin Lewis as our new Children's and Young People's Counsellor, employed for two days a week. Justin started as a placement student with us, achieved his counselling qualification and continued to volunteer with us, sometimes for three days a week, whilst studying for his Level 5 in Counselling Children and Young People.

In addition, in January, we recruited two new part-time fundraisers in recognition of the time demands of this role hitherto on Trustees and with the ambition of putting Tor on a more secure financial footing. While we had initially aimed to recruit one person the level of skills and commitment demonstrated at interview meant that we appointed two: Mrs Laura Wilkins and Ms Eleanor Pitts-Tucker. With their blend of experience in formal grant applications, social media communications, website management and building local relationships, and working alongside the fundraising Trustees, we now have what should be a comprehensive fundraising team.

Across the year, we have said hello to several new placement students and one new non-clinical placement student, with the ambition that they will transition to a clinical role when possible during their training. Their assistance in the office has been invaluable on a Friday in assisting the office team who are often stretched completing initial assessments.

Alongside the staffing changes, the Tor team has continued to operate as it always does, a friendly and committed team working hard to serve its client group. We have continued to focus on improving and developing our safeguarding practice, undertaking training and communicating across the team and with outside agencies when needed. This remains a priority for us and we will carry this forward into our

next year.

Our other key piece of work is the transition to online documents rather than paper-based systems. Carried forward from last year, each counselling room is equipped with a touch-screen laptop and every counsellor can log in to the office system to record their notes following a client session. This has significantly reduced the volume of paperwork generated and helped streamline the note taking process.

Tor's contracted arrangement with the North Dartmoor PCN has continued for this year, providing counselling services to clients aged 10 to 25 across all five medical centres involved. The waiting list for this Saturday service has remained consistent and sessions well booked up.

As for last year, with a core of 12-14 personnel, TSS has been able to offer in excess of 55 counselling sessions every week during the academic year. This equates to over 2,145 counselling sessions in 39 weeks which is an amazing offering for a small, local charity working on a limited budget. We aim to provide the same, or greater, service in the coming year.

Figures for 2025-26 are given below; figures for 2024-25 are given in brackets where applicable:

In the year from 1st April 2025 to 31st March 2026, we received a total of 266 (275) referrals, a slight decrease of 4%. This reduction is, we believe, due to the presence of the Mental Health in Schools Team (MHST) now working in Okehampton College as some referrals will have been diverted to that team. During the year 2025-26, we worked with 246 clients.

The age range of clients was 66 (94) aged 5-10 years old, 165 (146) aged 11-15, 25 (27) aged 16-18 and 10 (8) between 19 and 25. This year saw an increased level of demand from age 11+ clients so that clients aged 11 to 18 represented 69% of demand and primary age children 27% of demand (the remainder being 18+ clients). Across the age groups, the level of demand remains high.

In this year, 55% (53%) of our clients were students at Okehampton College and 26% (33%) from primary schools. 32% of referrals were made by Okehampton College/DMAT staff, 36% by parent/carer, 14% by GP and 7% were a self-referral.

The top five presenting issues for secondary age and older children were, in order to total ranking scores - Anxiety, Anger, Bereavement, School and Family. In terms of number of individuals describing their presenting issues, Anxiety was mentioned by 83% of clients for whom we have data, Anger for 57%, School for 51%, Self-Esteem and Depression both scoring at 49% of clients.

Post counselling analysis shows that, for clients for which we have data (aged 11+), 92% of clients reported an improvement in their overall wellbeing following counselling. We also see that 100% of clients agreed with the statement ‘The counsellor helped me to understand my situation and my feelings’ and also ‘I understood that what I said to the counsellor was confidential unless I was at risk’. 80% of clients agreed with the statement ‘I feel more positive since going for counselling’ and 83% agreed they would recommend counselling to a friend. The trend that clients didn’t worry about other people knowing they were attending for counselling continued with a positive theme for feedback, with clients stating ‘I felt heard, validated and listened to’, ‘Knowing I can talk to someone I actually trust’ and ‘I didn’t have to worry about school for 50 minutes and could get stuff off my chest’.

Nicola Frost – Service manager