

2021 Annual Report and Review

Time **2** TALK



Registered Charity No. 802472



Time2Talk
(Daventry Information and Counselling Service)
The Abbey
Market Square
Daventry
Northants NN11 4XG

Email: info@time2talk.org.uk
www.time2talk.org.uk
Registered Charity No. 802472

Management Board: (all voluntary positions)

Dr Sue Davies	Chairperson, Trustee
Suzy Dion	Vice-Chair, Trustee
Gordon Barker	Honorary Treasurer, Secretary
Julie Luvaglio	Trustee

Staff Team:

Andy Nixon	Chief Operating Officer/Fundraiser
Sylvia Birch	Counsellor and Towcester Service Manager
Ashley Southgate	Data and Information Officer

Supervision:

Jayne Innes	Clinical Supervisor
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We would also like to give a huge thankyou to our team of self-employed counsellors and volunteers!!

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Acknowledgements

Time2Talk were successful in securing grant funding from the following organisations:

Northamptonshire NHS/Public Health
Northamptonshire Community Foundation
Youth Works Kettering Happier Families Initiative

Chlamydia screening and needle exchange continue to generate funds towards our core costs

We also received donations or support from the following:

DDC Chairman's Charity 2020-21
Barnardo's
Local Lotto Community

And everyone who has supported us over the last year

Proud to be a referring agent for the Daventry Foodbank

Time2Talk is registered for Gift Aid

TIME2TALK - Service Opening Times*

Opening Times - Daventry

Monday - Thursday	10:00am - 2:00pm & 3:30pm - 5:30pm
Friday	10:00am - 2:00pm
Saturday	10:00am - 12:00pm
Sunday	Closed

Time2Talk's office hours differ from our opening times, our office times are:

Monday - Thursday	9.30am - 5.30pm
Friday	9.30am - 2.00pm
Saturday	9.30am - 12.00pm
Sunday	Closed

*These are our usual opening hours. However, over the last 12 months we have had to split our office space between admin and counselling but we have continued to work remotely as well as offering evening and weekend appointments.

Towcester Service

MONDAY

Towcester - The Chantry 2:00pm - 5:00pm

WEDNESDAY

Towcester - The Chantry 2:00pm - 5:00pm

Mission Statement

To offer quality free information, counselling to improve mental health, therefore reducing clinical admissions into the NHS and to provide the resources necessary for young people aged 13-25 to make informed decisions about their sexual health.

To actively challenge prejudice of all kinds and to promote equality throughout our work.

To actively seek new working opportunities within the ethical framework and boundaries of Time2Talk.

To promote social inclusion through our work.

To provide a listening ear for those in emotional distress and to have a positive impact on improving the mental health of young people.

To provide up to date quality information literature on those subjects that affect young people and also for family members concerned about a young person.

To network with other organisations in order to strengthen resources and work together in tackling the many issues that impact on a young person's emotional well-being and mental health.

As an Organisational Member of British Association for Counselling & Psychotherapy we are bound by its Ethical Framework for Good Practice in Counselling and Psychotherapy, the Ethical Guidelines for Researching Counselling and Psychotherapy (where organisations undertake research) and subject to the Professional Conduct Procedure for the time being

Active Involvement Activity

Time2Talk are committed to the Active Involvement of young people in the planning of its services. We have achieved bronze standard charter mark as recognition of this.

Equal Opportunities Policy

Time2Talk recognises the inherent worth of every human being and firmly believe that every human being has something to offer the community. We aim to ensure that no member of our team, no volunteer or management committee member, organisation or individual to whom we provide services to will be discriminated against on any of the following grounds:

- Unrelated Criminal Conviction
- Age
- Class
- Employment Status
- Political Belief
- Race, colour, nationality, ethnic or national origin
- Religion
- Gender, sexual orientation or marital status
- Disability

Time2Talk aims to ensure that all potential staff, volunteers or management committee members are recruited in line with the above. If instances of discrimination occur within the organisation or within an organisation or venue where Time2Talk are providing a service, Time2Talk will take positive action against such discrimination.

Chairperson's Report

This year has been an extraordinary journey as we continue to provide a service within the confines of the continuing pandemic. Andy has kindly provided a very detailed Chief Operating Officer's report, which I will not replicate here.

I must take this opportunity to commend and thank Andy. His ongoing hard work and resilience in coping with the everchanging requirements have navigated us through repeated lockdowns over the last 12 months. It was not only the practical issues in providing a service which have been difficult, but the on-going uncertainty of the prospect of returning to normal has hindered future planning and organisation. As Andy has highlighted, T2T leases rooms from the council and he has had to ensure compliance within rules governing the building as well as rules governing service provision within the sector.

Partnership working has been high on the agenda this year. Andy has detailed the changes this year, but in summary, the picture remains complicated by the REACH entity not being formerly ratified, requiring the continued individual commissioning with each service provider. We remain committed to working together with other members of REACH to ensure high quality, needs - driven service provision through -out the county and look forward to continuing to work with our partners over the coming months. Ultimately, as one of the smaller members of REACH we struggle to be able to be involved in all the initiatives discussed by the consortium. We do, however, remain immensely proud of the high quality counselling and interventions offered by our small team of counsellors, staff and volunteers. I want to thank them all for their hard work and dedication over the last year.

Service provision has, of course, been mainly remote over the lockdowns. As Andy outlined, certain initiatives have come on board which have brought with them some welcome additional resources. Furthermore, Covid recovery funding has been very useful, although quickly eaten up by the additional rental charges for the extra rooms needed to ensure correct distancing when face to face work has occurred. Needless to say, our accommodation costs remain a burden on our resources and we await the details of any changes following the council merger with some trepidation. As always, we are disadvantaged in comparison to the other members of REACH due to our rental charges.

I think the main task I must fulfil in this report is to recognise and thank the team. In addition to those mentioned above I must also thank Ashley for his hard work at completing the data submissions required as part of our contract and for his ongoing dedicated support to the running of T2T. I must also thank Gordon who continues his methodical analysis and organisation of the accounts and DNG who continue to provide an

excellent service examining these accounts. Finally, my thanks also to my fellow trustees who have continued to support T2T despite their own difficulties in such an unprecedented year. We would like to recruit more trustees and I would encourage anyone interested to contact me for further information.

Dr Sue Davies
Chairperson

Chief Officers Annual Report and Review

Introduction.

This year's report is again dominated by the global pandemic. It has framed and affected everything that we've done and have been able to do over the last 12 months. We've had lockdown, lockdown easing and lockdown again and at the time of writing things are starting to feel like they are coming under some kind of control. We realise though that there can be no room for complacency here. We have followed Government guidelines to the letter and introduced measures that include social distancing, sanitising, hand washing and other protocols for delivering the service.

For those working from home we've had to ensure that safeguarding and digital security policies are clear and robust to help keep everyone especially service users safe. Part of this has also meant working through the NHS's digital security and protection (DSP) toolkit. This is aimed at any organisation that processes data on behalf of the NHS and is designed to ensure a minimum level of compliance for services that are funded by them.

We do not own our building we lease our space from Daventry District Council which has now merged to become West Northants Council and so we have been subject to local authority rules around the use of the building. We currently have to operate an appointment only system for those coming in face to face and cannot at present access the building during the evenings although we are able to use the office on Saturday mornings for admin purposes.

The adaptations we had to make to working practices stay with us. We still cannot use our counselling rooms, they are too small and unventilated, our counsellors still work mainly from home however we have returned to some face to face work where possible but this involves hiring extra space that's big enough and involves leaving the admin space free for face to face service delivery in the afternoons.

It is quite a juggling act as those coming in (staff and Service users) also have to contend with regular rapid flow testing. Fortunately, though as our core contract is an NHS one the team were able to take advantage of a Covid vaccinations programmes offered to services deemed to be key!

Partnership working has remained at the forefront and whilst at times we can feel a bit cut off here in Daventry, we have maintained our membership of the Reach collaborative which involves us, Youthworks in Kettering, Service6 in Wellingborough, The Lowdown in Northampton and Chat in Oundle. We meet regularly and although the plan was for commissioners to work to a formal lead provider model or for REACH to become a legal entity that still hasn't happened. A lot of work was done on trying to establish REACH as a single body however due to various issues that wasn't possible.

It had been agreed that Youthworks from a commissioning point of view would be lead provider and Commissioners would issue just one contract, with the other REACH partners in effect subcontracted, but again that hasn't happened. We each continued (and will continue through the 2021-22 financial year) to have our own contract with the NHS/Public Health/Local authority. Part of the contract involves monthly data reporting and in addition data is also flowed into NHS England. Time2Talk remain responsible for flowing data into NHS England but for the year 2021-2 though all other data generated in terms of the core counselling contract will be flowed through Youthworks so that commissioners get a single spread sheet instead of five separate ones.

Despite Coronavirus Time2Talk maintained an extremely high level of continued service with the main casualties being our walk-in drop-in provision and new projects such as Happier Families. At the time of writing this continues to be the case and is likely to be the case as we go into the new financial year.

We unfortunately had to suspend our Towcester face to face service as the restrictions took hold. We continued to deliver vital emotional well beings services though to young people in South Northamptonshire and provided the team member with an iPad and phone to make that job a bit easier. There has of course been support from the office. Staff and self-employed counsellors have been able to access the office when need be to catch up and use the landline phones and collect paperwork. Jayne, our clinical counselling supervisor has done a brilliant job supporting therapists in their practice remotely.

The team have all been stressed both personally and by the changes we've all had to make as a result of Covid. We have not been able to engage with our volunteers as much but thank them for sticking with it! I want to thank our small staff team for everything they've done and our self-employed counsellors too for stepping up to the plate. Over the next year there are changes to the way we have to report data and new targets are likely to be introduced that we will have to meet. There is new work coming down the line that we may get involved with it, if we have the capacity and the space to accommodate it.

Thanks, to the trustees who have stayed with us, we do need more, independent and local people and will make a concerted effort as lockdown eases to offer trustee places to those that live in the community in which we work. Gordon our Treasurer stood down as a trustee last year, formally resigning at the last AGM but thankfully agreed to remain as Honorary Treasurer, a crucial role for which we as an organisation are extremely grateful.

Services and funding.

We maintained our core counselling grant with a slight uplift against the previous year. Counselling services continued at full capacity via phone or Zoom. Most young people have responded well to that but with some preferring to wait for face to face work. Whilst I

accessed the office daily it wasn't possible or safe to have more than two people in at one time due to space and ventilation constraints so most therapy was conducted remotely from home. It has been invaluable for me to be in the office though as it makes coordinating our complex service a lot easier!

A major boost here was the waiting list reduction initiative funding that enabled us to buy iPads and mobile phones and to upgrade the desk top office computers. This made remote working for our counsellors easier and the subsequent endless Zoom and Teams meetings that much smoother!

Drop-in Services had to be suspended, along with proposed group and school based work, however we were able to provide some services such as condoms through the post and food bank vouchers over the phone. When there were periods where lock down eased we did continue with some appointment only chlamydia screens and pregnancy tests and some needle exchanges.

The Rapid response initiative continued again by remote working methods until the funding was spent. At the time this was non-recurrent but I'm pleased to say that Rapid Response funds will be made available again in the late spring which we will report on next time.

The Happier family's initiative was seriously hampered by Covid and although we could provide some support and information on line and through the post, the programme proper was hampered by many issues outside our control. Earlier in 2021 Youthworks Kettering (the lead provider) advised that the programme was finally ready to deliver and we had team members lined up to deliver that project but then circumstances changed again. We hope to restart the programme in the late spring early summer. There is money ring fenced within the accounts and the amount earmarked for that reflects the issues that have been encountered.

I secured some Covid recovery funding from the Northamptonshire Community foundation which proved a massive help in paying rents, service charges and additional room hire charges incurred as a result of Covid. Sadly, we still had to pay full market rents even when our building was only available to us until 2.00pm during the first stages of lockdown and office hours became limited.

Although we lost a small amount of income through not being able to conduct chlamydia screening and needle exchanges, we did earn some income through some short-term work with Barnardo's, via Youthworks in Kettering. In addition, we secured some funds to undertake a series of interview surveys with young people who self-harm, the results of which were published and have helped inform discussions around services for young people whose self-harm in the area. We were the nominated charity for The Chair of Daventry District council again and that meant we received some welcome donations that all add up and help enormously. We thank the NHS and Public Health and Local Authority bodies

who jointly have supported us for another year. We thank Chris Miller for his support with funds via the former Daventry District Council Chairs charity scheme, funds which have supported our counselling service. We also secured some funds from the DDC local lotto grants scheme which helped with additional room hire costs during the year.

The trustees have maintained sufficient reserves to meet our legal obligations, such as staff redundancies and lease commitments etc should the worse happen.

On a more negative note we have been unable to organise any fundraising activities or events during this period such as our annual summer garden party fundraiser and awareness raising event and the regular training events held at, and supported by Fawsley Hall. With that in mind this year's report is a little thin on photos! We hope for a time when we can return to such activities in the future.

A note on reserves pensions.

Our treasurer has been with us now for many years doing a sterling job free of charge Gordon has resigned as a trustee but remains as honorary treasurer for which we are very grateful. Alongside preparing our accounts he also processes our payroll and pensions and ensures that we maintain sufficient reserves to maintain the trustee's legal obligations should we face the worse. Gordon provides regular financial updates to the trustees to ensure they are all up to speed with where we are financially.

Finally

I always try and keep these reports and reviews brief and have done my best this time! The year ahead is going to be fraught with greater challenges as we move towards the end of our three-year lease and have other proposed work in the pipeline that will mean greater pressure on this small service. Demand for therapeutic services will only increase. A big thanks to all who have given us encouragement over the past year, to the young people who use our services for being so brilliant, to the parents who have taken the time to say thanks and our brilliant lovely talented small team of key workers! The work they do can be, and we know is, life changing.

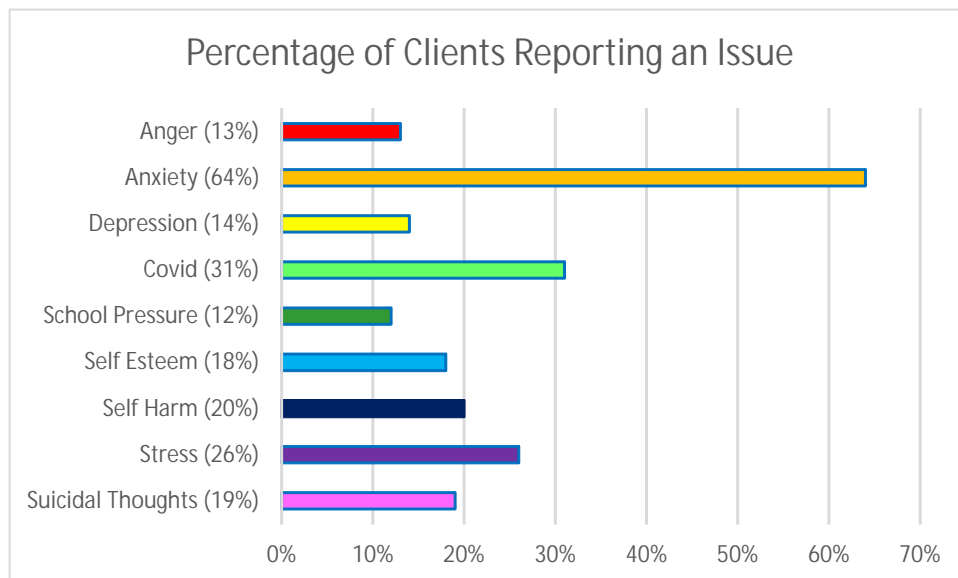
Andy Nixon
Chief Operating Officer

Data and Information Report

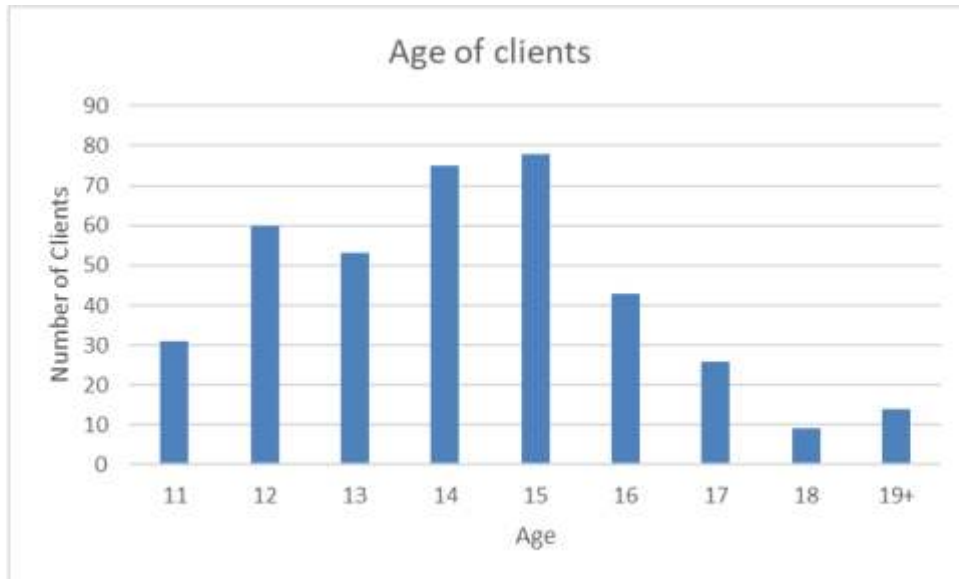
Initially, lockdown saw a decline in the number of counselling referrals we were picking up. This was largely due to the young person being removed from the source, often school, of their anxiety. However, this soon changed as lockdown went on. The length of the pandemic took its toll on people and created new anxieties – the difficulties of remote learning, concerns over the safety of loved ones, being unable to see friends and family for long periods of time. As a result, the number of referrals we were receiving rapidly increased throughout the year culminating in March which saw the highest number of referrals we have ever received in a single month. This trend has carried on into the new financial year and seems unlikely to be reversed.

Due to COVID there has, however, been a significant drop in our sexual health services. For much of this previous year all face to face work had to be suspended and even when it was allowed restrictions and social distancing has meant running a drop-in has not been possible. This has meant that much of our sexual health services this year has been limited to information but we have been able to hand out a number of pregnancy testing kits and condoms to those who have asked for it.

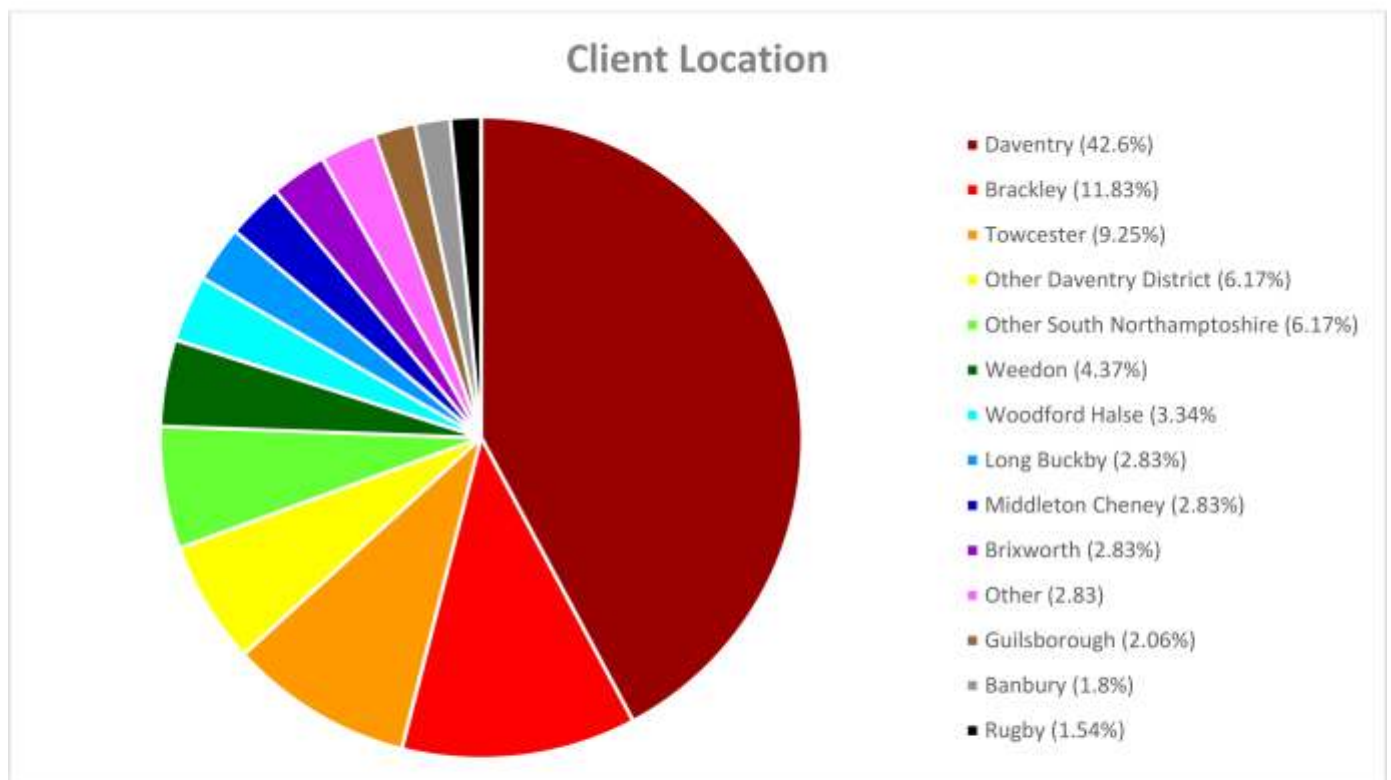
In this section I have included a number of graphs that will hopefully demonstrating the nature of some of our work and the demographics of our clients.



The graph above shows how many of our clients, as a percentage, reported a particular issue. It highlights that anxiety continues to be the biggest problem young people face with it being reported by 64% of our clients. Covid is the second most commonly faced issued with 31% of clients mentioning it as an issue. Beyond that stress (26%) and self-harm (20%) continue to be major issues.



In terms of age, the majority of our clients are within the 14-15 range. However, most significantly we are now seeing more 12 and 13 y/o than 16 y/o for the first time ever



For location roughly two thirds of our clients are from Daventry District and the remaining third South Northamptonshire. However, this does include clients whose postcode is in Leicestershire, Buckingham or Warwickshire but are registered with GPs in Northamptonshire.

Ashley Southgate
Data and Information Officer

A Therapeutic Counsellors Perspective

I have been part of the Time2Talk team intermittently for 17 years. Initially as a volunteer, now as a self-employed sessional counsellor. I really enjoy working for Time2talk because I love working with young people. I consider counselling young people to be of intrinsic value to ensure that they may develop into well adjusted, emotionally secure and mentally well adults.

Some issues may include clients presenting depression, anxiety, self-harming, low self-esteem, pregnancy, bereavement, bullying, smoking, drug addictions, upsets from home life such as a parent leaving and family domestics. Though more and more referrals from doctor's surgery's we have seen an increase in more serious mental health illnesses and often had to refer our clients to CAMHS, where unfortunately there are significant exhaustive waiting times for appointments.

The last year has really put a lot of strain on the service as many young people have just felt exhaustively stressed and totally abandoned in one of their most important academic years. Young people in the midst of doing their GCSEs and A levels have shared how inconsistent the schools and marking and exams seem to be and have struggled with immense anxiety, leading to poor mental health, through lack of control, guidance and reassurance, when having to self-learn during school and community lock downs.

Other young people have suffered real anxiety and depression from being stuck at home throughout lock downs as not being able to see friends. Numerous young people told me how they literally did not come out of their bedrooms for days. Lockdown over winter was significantly more difficult than the first over summer months, as the weather meant people were living more in isolation and literally had no exercise or outlet or social mood boosting activity by proxy of shielding and staying safe.

The number of complex cases coming through has also increased so Time2Talk are dealing with more who self-harm or have suicidal thoughts and OCD behaviours that affect the entire family unit. The service has never been more needed or valued!

Eve.

Level 4 diploma in therapeutic counselling and BACP Member.

Counsellor and Towcester Service Manager Report

It's been a strange and lonely year. The changes we have had to make at Time2Talk and in our personal lives, so that we keep our clients, families and ourselves safe from this awful Pandemic Covid 19 we went into lockdown and it's going to carry on till next year as the goalposts keep getting moved by the government which is not reassuring for young people. We have become very busy, unfortunately this is due to the Pandemic and our waiting list has got longer and longer. We are sent referrals from the R.M.C, CAMHS, Schools, Social Workers, Doctors, School Nurses, family members refer young people but the young people can also do self-referrals.

The issues facing young people can vary, self-harm, family problems, exam pressure, anxiety, stress, gender identity, depression, domestic violence, panic attacks, health, bullying, online grooming, self-esteem, suicidal thoughts, personal-relationships, eating disorders, bereavement or loss, sexuality, homophobia, abuse, anger, sexual assault, racism and body image.

Coronavirus

At the start of this year we were not able to offer face to face counselling but we were able to offer clients zoom or phone calls and via WhatsApp. This has supported a great deal of our clients and helped them to cope with these issues, we have also had good positive outcomes from these young people. Some of the young people on the waiting list have decided they would like to wait for a counsellor for face to face counselling.

Clients

Clients are given six to eight counselling sessions usually resulting in a positive outcome. However, if the client feels they would benefit with a few more and the counsellor feels it would help then they will be offered a few more sessions with a maximum of twelve altogether. It's always good to see the change in their self-esteem as they set small goals for themselves that are achievable and help to enable them to move on in their lives.

The Chantry

Towcester service has had to close for large parts of the year but we have now resumed face to face counselling again. We also continue to carry out sessions by talking to the young people via Phone, WhatsApp or Zoom.

Referral Management Centre

The RMC is a single point of access for professionals to make referrals into children and young people services. I have attended two meetings to help understand the process which I have found very interesting.

Keeping up to date

Working with Transgender and Homophobic bullying (Barnardo's Training and Consultancy)
Radicalisation and Extremism workshop
Safeguarding children and young people level 3
Vulnerable Adults
Gender Awareness and issues around LGBTQ+
Child Development and Mental Health
Rethinking Challenging Behaviours
Safeguarding Policies

Training

G.D.P.R Course
Safeguarding Level 3

Supervision

It's been a challenge over the last year as keeping your own mental health in check is very important so that I am able to support my clients. Having supervision every four weeks with Jayne has helped so much with this and its enabled me to be very supportive to my clients and myself to deal with any issues that arises. I say this every year Jayne, thank you for all the support you have given me and the interesting methods you have shared with me to help support my clients. Thank you, Jayne.

Manager

Thank you, Andy for being at the end of the phone and your support over this last year, it's been a very difficult and very challenging year for us all.

A big thank you for all your support over this last year Andy.



Sylvia Birch

Towcester Service Manager and Outreach Counsellor

Fundraising and other events

Due to Covid we have been unable to host fundraising or events of any kind. So instead we've decided to show you some of our previous escapades! Hopefully we'll be able to make a return to these kinds of events when things get back to normal!



Sylvia, Andy and Ashley outside our old office (above left) and Time2Talk receiving the Edge Award from the Northamptonshire Community Foundation in 2017 (above right)



Time2Talk at the 2018 Althorp Literary Festival where we were the chosen charity partner.



Some of Time2Talk's training days, held at Fawsley Hall, which have included sexual health training and gender awareness



The annual Time2Talk garden party kindly hosted by one of our volunteers.

Charity Registration Number: 802472

DAVENTRY INFORMATION AND COUNSELLING SERVICE

(TIME2TALK)

FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

TIME2TALK

FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

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TIME2TALK

YEAR ENDED 31 MARCH 2021

LEGAL AND ADMINISTRATIVE DETAILS

Charity registration number: 802472

Principal address: The Abbey
Market Square
Daventry
Northamptonshire
NN11 4XG

Trustees: Dr Susan Davies (Chairperson)
Gordon Barker (Treasurer) - resigned 31/07/2020
Julie Luvaglio
Suzy Dion – Vice Chair

Honorary Treasurer: Gordon Barker – appointed 31/07/2020

Bankers: HSBC
29 Bowen Square
Daventry
Northamptonshire
NN11 4ER

Independent Examiners: DNG Dove Naish LLP
Eagle House
28 Billing Road
Northampton
NN1 5AJ

TIME2TALK

YEAR ENDED 31 MARCH 2021

REPORT OF THE TRUSTEES

The Trustees present their report together with financial statements for the year ended 31 March 2021.

Structure, governance and management

Time2Talk is governed by a constitution adopted in 1989, amended in November 1999, September 2006 and in November 2011. The organisation was registered as a charity on 8 January 1990.

Trustees

Trustees are sought on the basis of their experience and skills in the counselling and youth work field, or for other skills as the existing trustees may from time to time determine would be of value to the charity. Election of trustees takes place at the AGM at which all members are entitled to vote. Trustees may co-opt to the Board in the case of vacancy or need between AGMs.

Trustees are given a full induction and encouraged to undertake further training during their time in office. The present membership of the Board is set out on page 1.

Objectives and activities

The objects of the charity as stated in the constitution are “to assist in the promotion of the physical and moral welfare of young people in Daventry and District and to facilitate their education so that they grow to full maturity as responsible citizens and their quality of life may be improved”.

In directing the activities undertaken by the charity the trustees have had regard to the Charity Commission’s guidance on public benefit.

The trustees consider that the charity’s activities meet the public benefit test as the focus of the charity’s work is on adolescent health and wellbeing.

Reserves Policy

Time2Talk are conscious of the need to establish a realistic level of reserves at the time when it is opening multiple and complex projects, and during a period of financial uncertainty for the Voluntary Youth Sector in Northamptonshire.

The Trustees of the Charity have decided that our Reserves Policy takes into account the following areas:

- Salaries for the equivalent of three full-time well established staff; this we estimate to be three months salary plus statutory redundancy payments for qualifying staff.

Levels of Reserves

In order for the Charity to maintain its commitments should the above situations arise, the Trustees have determined to aim at maintaining reserves of:

Salaries £20,000

The reserves figures will be reviewed annually at the meeting prior to the end of the financial year, and will be presented in the Annual Report with the accounts. Unrestricted reserves held at the year end are £34,014, which is in line with the above policy.

Financial Review

Included in the balance sheet at 31 March 2021 is total reserves carried forwards of £110,622, including £76,608 of restricted reserves.

TIME2TALK

YEAR ENDED 31 MARCH 2021

REPORT OF THE TRUSTEES

STATEMENT OF TRUSTEES RESPONSIBILITIES

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

The law applicable to charities in England and Wales, the Charities Act 2011, Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed 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, including the income and expenditure, of the charity for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- 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 which disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. They 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.

Approved by order of the board of trustees on 28th June 2021 and signed on its behalf by:



Dr Susan Davies

TIME2TALK

YEAR ENDED 31 MARCH 2021

REPORT OF THE TRUSTEES

ACHIEVEMENTS AND PERFORMANCE

CHAIRPERSON'S REPORT

This year has been an extraordinary journey as we continue to provide a service within the confines of the continuing pandemic. Andy has kindly provided a very detailed Chief Operating Officer's report, which I will not replicate here.

I must take this opportunity to commend and thank Andy. His ongoing hard work and resilience in coping with the ever-changing requirements have navigated us through repeated lockdowns over the last 12 months. It was not only the practical issues in providing a service which have been difficult, but the ongoing uncertainty of the prospect of returning to normal has hindered future planning and organisation. As Andy has highlighted, T2T leases rooms from the council and he has had to ensure compliance within rules governing the building as well as rules governing service provision within the sector.

Partnership working has been high on the agenda this year. Andy has detailed the changes this year, but in summary, the picture remains complicated by the REACH entity not being formerly ratified, requiring the continued individual commissioning with each service provider. We remain committed to working together with other members of REACH to ensure high quality, needs driven service provision throughout the county and look forward to continuing to work with our partners over the coming months. Ultimately, as one of the smaller members of REACH we struggle to be able to be involved in all the initiatives discussed by the consortium. We do, however, remain immensely proud of the high-quality counselling and interventions offered by our small team of counsellors, staff and volunteers. I want to thank them all for their hard work and dedication over the last year.

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Sue Davies
Chairperson

TIME2TALK

YEAR ENDED 31 MARCH 2021

REPORT OF THE TRUSTEES

ACHIEVEMENTS AND PERFORMANCE

CHIEF OPERATING OFFICERS ANNUAL REPORT

Introduction

This year's report is again dominated by the global pandemic. It has framed and affected everything that we've done and have been able to do over the last 12 months. We've had lockdown, lockdown easing and lockdown again and at the time of writing things are starting to feel like they are coming under some kind of control. We realise though that there can be no room for complacency here. We have followed Government guidelines to the letter and introduced measures that include social distancing, sanitising, hand washing and other protocols for delivering the service.

For those working from home we've had to ensure that safeguarding and digital security policies are clear and robust to help keep everyone especially service users safe. Part of this has also meant working through the NHS's digital security and protection (DSP) toolkit. This is aimed at any organisation that processes data on behalf of the NHS and is designed to ensure a minimum level of compliance for services that are funded by them.

We do not own our building we lease our space from Daventry District Council which has now merged to become West Northants Council and so we have been subject to local authority rules around the use of the building. We currently have to operate an appointment only system for those coming in face to face and cannot at present access the building during the evenings although we are able to use the office on Saturday mornings for admin purposes.

The adaptations we had to make to working practices stay with us. We still cannot use our counselling rooms, they are too small and unventilated, our counsellors still work mainly from home however we have returned to some face-to-face work where possible but this involves hiring extra space that's big enough and involves leaving the admin space free for face-to-face service delivery in the afternoons.

It is quite a juggling act as those coming in (staff and Service users) also have to contend with regular rapid flow testing. Fortunately, though as our core contract is an NHS one the team were able to take advantage of a Covid vaccinations programmes offered to services deemed to be key!

Partnership working has remained at the forefront and whilst at times we can feel a bit cut off here in Daventry, we have maintained our membership of the Reach collaborative which involves us, Youthworks in Kettering, Service6 in Wellingborough, The Lowdown in Northampton and Chat in Oundle. We meet regularly and although the plan was for commissioners to work to a formal lead provider model or for REACH to become a legal entity that still hasn't happened. A lot of work was done on trying to establish REACH as a single body however due to various issues that wasn't possible.

It had been agreed that Youthworks from a commissioning point of view would be lead provider and Commissioners would issue just one contract, with the other REACH partners in effect subcontracted, but again that hasn't happened. We each continued (and will continue through the 2021-22 financial year) to have our own contract with the NHS/Public Health/Local authority. Part of the contract involves monthly data reporting and in addition data is also flowed into NHS England. Time2Talk remain responsible for flowing data into NHS England but for the year 2021-2 though all other data generated in terms of the core counselling contract will be flowed thorough Youthworks so that commissioners get a single spread sheet instead of five separate ones.

Despite Coronavirus Time2Talk maintained an extremely high level of continued service with the main casualties being our walk-in drop-in provision and new projects such as Happier Families. At the time of writing this continues to be the case and is likely to be the case as we go into the new financial year. We unfortunately had to suspend our Towcester face to face service as the restrictions took hold. We continued to deliver vital emotional well beings services though to young people in South Northamptonshire and provided the team member with an iPad and phone to make that job a bit easier. There has of course been support from the office. Staff and self-employed counsellors have been able

YEAR ENDED 31 MARCH 2021

REPORT OF THE TRUSTEES

CHIEF OPERATING OFFICERS ANNUAL REPORT (continued)

to access the office when needs be to catch up and use the landline phones and collect paperwork. Jayne, our clinical counselling supervisor has done a brilliant job supporting therapists in their practice remotely.

The team have all been stressed both personally and by the changes we've all had to make as a result of Covid. We have not been able to engage with our volunteers as much but thank them for sticking with it! I want to thank our small staff team for everything they've done and our self-employed counsellors too for stepping up to the plate. Over the next year there are changes to the way we have to report data and new targets are likely to be introduced that we will have to meet. There is new work coming down the line that we may get involved with, if we have the capacity and the space to accommodate it.

Thanks, to the trustees who have stayed with us, we do need more, independent and local people and will make a concerted effort as lockdown eases to offer trustee places to those that live in the community in which we work. Gordon our Treasurer stood down as a trustee last March, formally resigning at the last AGM but thankfully agreed to remain as Honorary Treasurer, a crucial role for which we as an organisation are extremely grateful.

Services and funding

We maintained our core counselling grant with a slight uplift against the previous year. Counselling services continued at full capacity via phone or Zoom. Most young people have responded well to that but with some preferring to wait for face-to-face work. Whilst I accessed the office daily it wasn't possible or safe to have more than two people in at one time due to space and ventilation constraints so most therapy was conducted remotely from home. It has been invaluable for me to be in the office though as it makes coordinating our complex service a lot easier!

A major boost here was the waiting list reduction initiative funding that enabled us to buy iPads and mobile phones and to upgrade the desk top office computers. This made remote working for our counsellors easier and the subsequent endless Zoom and Teams meetings that much smoother!

Drop-in Services had to be suspended, along with proposed group and school-based work, however we were able to provide some services such as condoms through the post and food bank vouchers over the phone. When there were periods where lock down eased we did continue with some appointment only chlamydia screens and pregnancy tests and some needle exchanges.

Rapid response funding

The Rapid response initiative continued again by remote working methods until the funding was spent. At the time this was non-recurrent but I'm pleased to say that Rapid Response funds will be made available again in the late spring which we will report on next time.

Happier Families project

The Happier Families initiative was seriously hampered by Covid and although we could provide some support and information on line and through the post, the programme proper was hampered by many issues outside our control. Earlier in 2021 Youthworks Kettering (the lead provider) advised that the programme was finally ready to deliver and we had team members lined up to deliver that project but then circumstances changed again. We hope to restart the programme in the late spring early summer. There is money ring fenced within the accounts and the amount earmarked for that reflects the issues that have been encountered.

YEAR ENDED 31 MARCH 2021

REPORT OF THE TRUSTEES

CHIEF OPERATING OFFICERS ANNUAL REPORT (continued)

Other funding and donations

I secured some Covid recovery funding from the Northamptonshire Community foundation which proved a massive help in paying rents, service charges and additional room hire charges incurred as a result of Covid. Sadly, we still had to pay full market rents even when our building was only available to us until at one stage until 2.00pm during the first stages of lockdown.

Although we lost a small amount of income through not being able to conduct chlamydia screening and needle exchanges, we did earn some income through some short-term work with Barnardo's, via Youthworks in Kettering. In addition, we secured some funds to undertake a series of interview surveys with young people who self-harm, the results of which were published and have helped inform discussions around services for young people who self-harm in the area. We were the nominated charity for The Chair of Daventry District council again and that meant we received some welcome donations that all add up and help enormously.

Finally

I always try and keep these reports and reviews brief and have done my best this time! The year ahead is going to be fraught with greater challenges as we move towards the end of our three-year lease and have other proposed work in the pipeline that will mean greater pressure on this small service. Demand for therapeutic services will only increase. A big thanks to all who have given us encouragement over the past year, to the young people who use our services for being so brilliant, to the parents who have taken the time to say thanks and our brilliant lovely talented small team of key workers! The work they do can be, and we know is, life changing.

Andrew Nixon BA (Hons) MBE
Chief Operating Officer

TIME2TALK**INDEPENDENT EXAMINERS REPORT****FOR THE YEAR ENDED 31 MARCH 2021**

I report on the accounts of the Charity for the year ended 31 March 2021 which are set out on the attached pages 9 to 17.

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

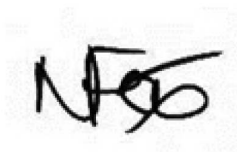
I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

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.

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our independent examination work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an independent examiner's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for our independent examination work, for this report, or for the opinions we have formed.



Nicola Fox FCA
DNG Dove Naish LLP
Chartered Accountants
Eagle House
28 Billing Road
Northampton
NN1 5AJ

Date: 5 July 2021

TIME2TALK

STATEMENT OF FINANCIAL ACTIVITIES

FOR THE YEAR ENDED 31 MARCH 2021


	Notes	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
Incoming resources					
Incoming resources from generated funds					
Voluntary income					
Grants	2	798	124,550	125,348	125,266
Donations & Gift Aid		1,645	-	1,645	3,847
Investment income		44	-	44	134
Other incoming resources					
Costs reimbursed		7,920	-	7,920	1,965
Employment allowance		4,000	-	4,000	3,000
Total incoming resources		<u>14,407</u>	<u>124,550</u>	<u>138,957</u>	<u>134,212</u>
Resources expended					
Charitable activities					
Salaries, NIC and pension	3	589	79,756	80,345	78,528
Travel costs – staff		-	1,328	1,328	2,071
Travel costs – volunteers		-	-	-	425
Sexual health and education		-	-	-	72
Office accommodation		-	16,464	16,464	7,623
Telephone and postage		-	992	992	613
Stationery and photocopying		-	340	340	1,120
Fees, courses and subscriptions		2,450	19,259	21,709	12,229
Advertising		-	156	156	706
IT costs		-	1,278	1,278	5,129
Insurances		-	825	825	807
Sundry office costs		-	64	64	485
Independent Examiner's fee	5	700	-	700	682
Total resources expended		<u>3,739</u>	<u>120,462</u>	<u>124,201</u>	<u>110,490</u>
Net income / expenditure		10,668	4,088	14,756	23,722
Transfers between funds		(910)	910	-	-
Net movement in funds		<u>9,758</u>	<u>4,998</u>	<u>14,756</u>	<u>23,722</u>
Total funds brought forward		<u>24,256</u>	<u>71,610</u>	<u>95,866</u>	<u>72,144</u>
Total funds carried forward		<u>34,014</u>	<u>76,608</u>	<u>110,622</u>	<u>95,866</u>

TIME2TALK

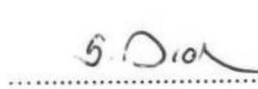
BALANCE SHEET AT 31 MARCH 2021

	Note	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
Fixed assets					
Tangible assets	8	-	-	-	-
Current assets					
Accrued income		-	7,978	7,978	-
Cash at bank and on deposit		34,644	72,050	106,694	96,536
Cash in hand		70	-	70	70
		<u>34,714</u>	<u>80,028</u>	<u>114,742</u>	<u>96,606</u>
Creditors amounts falling due within one year					
Accruals		700	1,700	2,400	740
Social security		-	1,720	1,720	-
		<u>700</u>	<u>3,420</u>	<u>4,120</u>	<u>740</u>
Net current assets		<u>34,014</u>	<u>76,608</u>	<u>110,622</u>	<u>95,866</u>
Net assets		<u>34,014</u>	<u>76,608</u>	<u>110,622</u>	<u>95,866</u>
Funds of the charity					
Unrestricted funds	10	34,014	-	34,014	24,256
Restricted funds	9	-	76,608	76,608	71,610
		<u>34,014</u>	<u>76,608</u>	<u>110,622</u>	<u>95,866</u>

These accounts were approved on 28th June 2021 by the Management Committee and signed on its behalf.



Dr Susan Davies
Chairperson



Suzy Dion
Vice - Chairperson

TIME2TALK**NOTES TO THE FINANCIAL STATEMENTS****FOR THE YEAR ENDED 31 MARCH 2021**

1. Accounting Policies**Basis of accounting**

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 2019)', 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 charity is an unincorporated charity registered in England and Wales. Its charity number and registered office are listed on page 1.

The presentational currency of the financial statements is the Pound Sterling (£).

Incoming Resources**Recognition of Incoming Resources**

These are included in the Statement of Financial Activities (SOFA) when:

- the Charity becomes entitled to the resources;
- the Trustees are virtually certain they will receive the resources; and
- the monetary value can be measured with sufficient reliability.

Grants and Donations

Grants and donations are only included in the SOFA when the charity has unconditional entitlement to the resources.

Volunteer Help

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

Investment Income

This is included in the accounts when receivable.

Income is recognised as received or when receipt is certain.

Expenditure and Liabilities**Liability Recognition**

Liabilities are recognised as soon as there is a legal or constructive obligation committing the Charity to pay out resources

Governance Costs

Includes costs of the preparation and examination of statutory accounts, the cost of trustee meetings and cost of any legal advice to trustees in governance or constitutional matters.

TIME2TALK**NOTES TO THE FINANCIAL STATEMENTS****FOR THE YEAR ENDED 31 MARCH 2021**

1. Accounting Policies (continued)**Tangible Fixed assets for use by Charity**

These are capitalised if they can be used for more than one year, and cost at least £500. They are valued at cost or if gifted, at the value to the charity on receipt. Depreciation is provided at the following rates to write off all tangible fixed assets over their expected useful lives:

Office equipment 25% on cost

Depreciation methods, useful lives and residual values are reviewed at each balance sheet date. The selection of these residual values and estimated lives requires the exercise of judgement. The directors are required to assess whether there is an indication of impairment to the carrying value of assets. In making that assessment, judgements are made in estimating value in use. The directors consider that the individual carrying values of assets are supportable by their value in use

Financial instruments

Cash and cash equivalents in the balance sheet comprise cash at banks and in hand and short term deposits with an original maturity date of three months or less.

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in the statement of financial activities.

TIME2TALK

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

2. Grants

	2021	2020
NHS Northamptonshire (PCT)	95,731	89,829
Rapid Response NHS	-	(6,575)
Waiting List Reduction Initiative NHS	-	22,709
Happier Families Youth Works	19,811	17,348
South Northamptonshire Council	-	1,955
Northamptonshire Community Foundation	9,806	-
	<u>125,348</u>	<u>125,266</u>

3. Staff costs and trustees remuneration

	Total 2021 £	Total 2020 £
Gross wages	72,405	71,414
Social security costs	6,437	5,663
Pension	1,503	1,451
	<u>80,345</u>	<u>78,528</u>

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

No trustees received any remuneration or reimbursement of expenses during the year, or the year ended 31 March 2020.

Key management personnel remuneration totalled £47,632 (2020: £45,944) for the year.

4. Average number of employees

	2021 Number	2020 Number
Care	2	2
Management and administration	1	1
	<u>3</u>	<u>3</u>

5. Independent Examiners remuneration

	Total 2021	Total 2020
Independent examiners fees for examination	700	682
	<u>700</u>	<u>682</u>

TIME2TALK

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

6. Comparatives for the statement of financial activities

	Unrestricted Funds £	Restricted Funds £	Total 2020 £
Incoming resources			
Incoming resources from generated funds			
Voluntary income			
Grants	-	125,266	125,266
Donations & Gift Aid	3,847	-	3,847
Investment income	134	-	134
Other incoming resources			
Costs reimbursed	1,965	-	1,965
Employment allowance	3,000	-	3,000
Total incoming resources	<u>8,946</u>	<u>125,266</u>	<u>134,212</u>
Resources expended			
Charitable activities			
Salaries, NIC and pension	10,186	68,342	78,528
Travel costs – staff	-	2,071	2,071
Travel costs – volunteers	-	425	425
Sexual health and education	-	72	72
Office accommodation	-	7,623	7,623
Telephone and postage	-	613	613
Stationery and photocopying	-	1,120	1,120
Fees, courses and subscriptions	-	12,229	12,229
Advertising	-	706	706
IT costs	-	5,129	5,129
Equipment depreciation	-	-	-
Insurances	-	807	807
Sundry office costs	-	485	485
Independent Examiner's fee	682	-	682
Total resources expended	<u>10,868</u>	<u>99,622</u>	<u>110,490</u>
Net income / expenditure	(1,922)	25,644	23,722
Gross transfers between funds	-	-	-
Net movement in funds	<u>(1,922)</u>	<u>25,644</u>	<u>23,722</u>
Total funds brought forward	<u>26,178</u>	<u>45,966</u>	<u>72,144</u>
Total funds carried forward	<u>24,256</u>	<u>71,610</u>	<u>95,866</u>

Unrestricted funds consisted of only the general fund for the year

TIME2TALK

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

7. Comparatives for restricted funds movements

	Opening balance £	Income £	Outgoings £	Transfers £	Closing balance £
Happier Families Youth Works	-	17,348	-	-	17,348
NHS Northamptonshire Waiting List Reduction	-	22,709	(10,872)	-	11,837
NHS Northamptonshire	33,266	89,829	(85,945)	-	37,150
NHS Northamptonshire	12,700	(6,575)	(850)	-	5,275
South Northamptonshire Homes/Empowering Council	-	1,955	(1,955)	-	-
	<u>45,966</u>	<u>125,266</u>	<u>(99,622)</u>	<u>-</u>	<u>71,610</u>

See note 9 for restricted fund descriptions.

8. Tangible fixed assets

	Office equipment £	Total £
At 1 April 2020	1,608	1,608
Additions	-	-
Disposals	(1,608)	(1,608)
At 31 March 2021	<u>-</u>	<u>-</u>
Depreciation		
At 1 April 2020	1,608	1,608
Charge for the year	-	-
Disposals	(1,608)	(1,608)
At 31 March 2021	<u>-</u>	<u>-</u>
Net book amount		
At 31 March 2020	-	-
At 31 March 2021	<u>-</u>	<u>-</u>

TIME2TALK

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

9. Restricted funds

	Opening balance £	Income £	Outgoings £	Transfers £	Closing balance £
NHS Northamptonshire	37,150	95,731	(94,857)	-	38,024
NHS Northamptonshire	5,275	-	(5,275)	-	-
NHS Northamptonshire Waiting List Reduction	11,837	-	(6,831)	-	5,006
Happier Families Youth Works	17,348	19,013	(2,783)	-	33,578
Northampton Community Foundation	-	9,806	(10,716)	910	-
	<u>71,610</u>	<u>124,550</u>	<u>(120,462)</u>	<u>910</u>	<u>76,608</u>

The Northamptonshire NHS Grant received during the year was £95,731 and is for the provision of therapeutic counselling services in Daventry District and South Northamptonshire. The opening balance of £5,275 was for the delivery of the rapid response programme.

£19,013 was awarded by Youth Works for the Happier Families initiative project. The opening balance of £17,348 was intended for last years project and was carried forward and is restricted for the Happier Families project. However, there have been further delays due to COVID across all agencies involved.

The closing balance of the NHS Northamptonshire Waiting List Reduction is for the use of group work and drop-in services which were disrupted due to COVID and are still intended to be used for that purpose.

A grant of £9,806 was received from the Northamptonshire Community Foundation as part of recovery response grants. This was spent on rent and service charges at the Abbey, additional room hire at the Abbey and part of a contribution towards office accommodation in Towcester.

The transfer from the general fund to the Northamptonshire Community Foundation fund is due to an overspend on the restricted fund.

TIME2TALK

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

10. Unrestricted funds

	Opening balance £	Income £	Outgoings £	Transfers £	Closing balance £
General funds	<u>24,256</u>	<u>14,407</u>	<u>(3,739)</u>	<u>(910)</u>	<u>34,014</u>

All unrestricted funds per the SOFA for both the current year and the year ended 31 March 2020 are general funds and can be used by the charity as they wish.

11. Leasing agreements

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2021 £	2020 £
Within one year	<u>6,515</u>	<u>-</u>
	<u>6,515</u>	<u>-</u>

12. Transactions with Related Parties

There have been no transactions with related parties during the year ended 31 March 2021 nor the year ended 31 March 2020.

13. Ultimate Controlling Party

The charity is under the control of its trustees, as listed on Page 1.

Time2Talk

The Abbey
Market Square
Daventry

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Registered Charity No. 802472

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