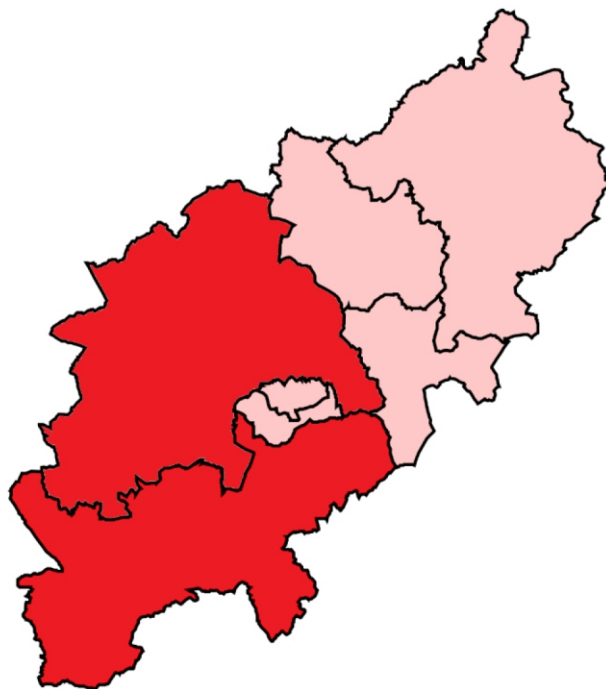


2023 Annual Report and Review

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

Board of Trustees: *(all voluntary positions)*

Suzy Dion	Chairperson
Dr Sue Davies	Vice-Chair
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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Honorary Treasurer:

Gordon Barker	Honorary Treasurer, Secretary
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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

We also received donations or support from:

Waitrose

Chlamydia screening continues to generate funds towards our core costs

And our REACH partners

Chat (Oundle)

Service Six (Wellingborough)

The Lowdown (Northampton)

Youth Works (Kettering)

We'd also like to thank 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	–	5:30pm
Friday	10:00am	–	2:00pm
Saturday	10:00am	–	4:00pm
Sunday	Closed		

	Opening Times - Towcester		
Monday	12:00pm	–	5:15pm
Wednesday	12:00pm	–	8:00pm

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.

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 (membership no:00115464) 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.

Chairperson's Report

I am pleased to report Time2Talk has gone from strength to strength this year delivering for the young people of Daventry and South Northants. Although covid and the lockdowns are behind us, the pandemic still casts a dark shadow for our young people with our counsellors reporting high levels of anxiety and depression.

As detailed in Andy's report, here in Daventry and South Northants we cover a wide geographical area which has challenges for both us and our young people. Time2Talk prides itself on ensuring that we offer a mixture of in-person, telephone, and virtual support to ensure we deliver for our young people. In the coming year, we'd like to expand our reach further into the rural areas to give our young people choice and control, if commissioning and funding allows.

Time2Talk is one of the smaller of the five agencies and works alongside the other youth counselling agencies across Northamptonshire, under the umbrella of the REACH partnership. This year we are moving towards formalising the REACH partnership umbrella, in doing so, each agency will not lose their own identity but working together gives us a louder voice and enables us to deliver a consistent service across the county.

Although small, we here at Time2Talk are 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.

This year I especially wish to thank our wonderful Chief Operating Officer, Andy who sadly lost both his parents recently, therefore I wanted to take a moment to personally thank him from all the trustees for his resilience and dedication to Time2Talk, at what has been a very difficult year personally. Running a small voluntary sector organisation is not easy.

Over the past year, Time2Talk has expanded further its core counselling offer with several new initiatives, Alongside the Rapid Response, Tier 2.5 and Wellbeing drop-in support cafes. Each service provides a slightly different offer, giving young people that all important choice and control.

In all our reports over the years we mention the challenge of our accommodation costs, these still remain high and are a burden on our resources. Each year we look creatively at our accommodation and space but with no avail. If anyone does have any ideas or available space, then please do get in touch.

I think the main task I must fulfil in this report is to recognise and thank our dedicated team. Our self-employed counsellors; Eve, Julie, Helen, Sarah, and Prem. Ash for continuing the great work around data collection and supporting the wider REACH partnership in this endeavour. Sylvia for her work in supporting the mental health and wellbeing of our young people.

I must also thank Gordon who continues his methodical analysis and organisation of the accounts and DNG who continue to provide excellent examination of these accounts. Finally, my thanks also to my fellow trustees, Sue and Julie, who have continued to support T2T despite their own difficulties. We'd like to recruit more trustees and I would encourage anyone interested to contact me for further information.

Suzy Dion, Chair

Chief Officers Annual Report and Review

Introduction

Time2Talk have thrived for another year delivering top quality services to the young people of Daventry District and South Northamptonshire. This has been no mean feat. Although the pandemic can sometimes feel like a distant memory, the effects it had on all of us and especially young people continue to be felt. The issues that our counsellors face and that are referred into our service by parents, carers, GP's CAMHS, social workers as well as those that self-refer are ever more complex. Referrals still cite the ongoing effects of the pandemic as a contributor towards high levels of debilitating anxiety and for some a general feeling of abject despair for the future.

Our small dedicated team of staff and self-employed therapists tackle daily, issues around self-harm, suicidal thoughts, complex relationship breakups, eating disorders, LGBTQ plus and gender issues, along with anxiety that is at such a level it impacts on the daily life not just of the young person but on the wider family. This can contribute towards OCD behaviours and can cause poor attendance at school, college or work and a disengagement in things that can make life better.

Alongside this we have the particular issue of rurality in the Daventry district area and in South Northamptonshire the issues are even more stark. Within the REACH collective and commissioning model of working at a unit cost rate there are challenges. We have a spread out demographic rather than a large footfall on our doorstep and many people that want to access us need to travel to us. We have tried to assist here by maintaining and adding an extra day to our Towcester provision to at least ensure there is something in that area independent of school and accessible.

One of the things our counsellors try and encourage is getting out and about and enjoying the fresh air and wonderful countryside this area has to offer. It can be a marvellous de-stress for those able to do this and we are blessed with many public footpaths that criss-cross the area.

The Team

None of the invaluable life changing work we do would be possible without our great team of people. We thank Ash for his expertise when it comes to data and data monitoring as well as his fantastic admin support when it comes to client waiting lists and assisting with booking self-employed counsellor sessions. Ash has also supported REACH colleges when it comes to data related issues. Thanks also to Sylvia for her work supporting the mental health of young people in Daventry and South Northamptonshire. Our small dedicated group of sessional self-employed counsellors, Eve, Julie, Helen, Sarah and Prem give us the flexibility we need to offer services across 6 days a week and during the evenings. And not forgetting Jayne who has been providing clinical supervision for us for many years and at a substantially discounted rate.

We thank our management board, all volunteers, Suzy, Sue and Julie for sticking with us and for their expertise when it comes to contracting and attending meetings for that vital extra pair of ears. We thank Gordon our treasurer who has maintained our financial systems, including payroll and pensions, and NI and for preparing the accounts for us and providing regular updates to the trustees. There aren't that many of us and we all have to be flexible to get the job done. Trustees are aware that there is a need to attract new blood onto the board and that remains top of their agenda moving forward.

Services

Core Counselling Service

This continues to be the main work of the agency. Referrals are steady and we achieve our target against the funding amount which has been broken down by REACH partners as a unit cost per session. Again, issues of rurality, leasing space rather than owning it and lack of access to suitable trainee counsellors can impact on overall costs of service delivery. There are no easy solutions to these issues but we continue to try and seek them.

Tier 2.5 funding is for slightly more complex sessions. Again, these sessions are funded as a unit cost per session. This is a relatively new funding stream and we were a bit late starting it as we awaited release of funds. It is ticking over OK. Again, we expect to achieve our target against the funding amount moving forward. Sessions are delivered one to one and face to face but we maintain a remote, over the phone offer which is a terrific help for those that live in remoter parts of this huge rural district.

Rapid Response

This is for more urgent situations. This funding stream is aimed at providing counselling within a few days of receiving a referral. Referrals are for young people who have presented at A&E sometimes following an attempted suicide or overdose. The young person has been triaged by medical professionals and deemed to be unsuitable for a clinical intervention and are then referred to us to be offered an appointment for counselling within 5 working days. This initiative hits targets against the unit cost model already discussed.

Crisis (or emotional) Wellbeing Café Drop-ins

This has been running steadily in Daventry for around a year and half and as of January this year in Towcester. The Daventry drop-in operates on a Saturday between 12.-4.00pm and is available for young people and parents to utilise when in need of some emotional support for a situation that could escalate into crisis. Soft drinks and beverages are made available along with light snacks and biscuits.

This service isn't the same as a regular counselling service but is staffed by qualified people with an admin person to support. There has to be two qualified staff alongside the admin person for

each café. All service delivery staff undergo training to undertake the role including safeguarding and storm training. To date some really heavy issues have presented at the café and valuable support given along with referrals either into our general counselling services or to higher level services where appropriate.

The Towcester café service operates on Wednesday between 4.00 and 8.00pm along the same lines. This is still in its early, pilot stages and we will report more on that in the next annual report.

Happier Families

We've had real problems with this initiative trying to encourage families to engage, getting training for the staff and various other things that impacted on it. We delivered the drop-in element but the actual programme that required families to sign up to six sessions, became increasingly difficult to offer. In agreement with the funder we have agreed to terminate this and will be reallocating unspent funds to Youthworks at some point this year. We can then continue to focus on the amazing work we continue to deliver.

Drop-in Services

In addition to the emotional wellbeing cafes for which no appointment is needed, we do still maintain drop-in provision for low level sexual health work and also for the food bank and static needle exchange service. Although numbers accessing it are very low, it is still a part of the service. The new teen clinic in Daventry runs once a month in the town so there are alternatives and we may revisit launching something fresh in the future. This work isn't funded directly anyway however supplies are provided by the sexual health team. This is one aspect of the service that failed to recover post covid.

Data

We are required to process data on behalf of the NHS so we maintain our ICO certificate at tier 1 which covers the nature of the data we have. You will see some core data within the annual review section of the report that relates to numbers and demographics and presenting issues. We also maintain our NHS digital security toolkit which is updated annually along with our information commissioner's office certification.

REACH Collaboration

The REACH Collaboration that comprises Time2Talk, Youthworks in Kettering, Lowdown in Northampton, Service Six in Wellingborough and Chat in Oundle continues to work together in the county. At the time of writing, the NHS commissioners still require REACH to become a legally constituted body in order to flow all funds through the REACH entity. REACH is now looking at establishing itself as a CIC.

This won't affect Time2Talk as an independent charity this would be a separate entity that will be made up of all our various boards. This will be explored further in the 2023-4 financial year period. For now Time2Talk are contracted to deliver the core counselling contract directly with the NHS with other NHS initiatives lead by the larger REACH agencies with greater capacity. For example, Lowdown lead on the rapid response and emotional wellbeing drop-in's and Service six lead on the tier 2.5 support.

A Note on Funds

DNG have streamlined our accounts to be in line with the other REACH agencies and it could appear that we carry substantial unrestricted funds. Although unrestricted, the opening balance of £159,061 includes the following commitments. A balance of £32,223.00 is to be reallocated to the Lowdown as agreed by REACH. £19,000 will be returned to Youthworks as a redistribution of happier families funding, £48,302.00 is committed towards delivering the agencies objectives. The free reserves of £59,536.00 includes redundancy and rent commitments of £38,000 in the event of closure leaving £21,536 to be used on overspends.

Finally

We have all faced many challenges over the last year, both individually and as an organisation but our key driver is doing our best to maintain a local service that young people trust and know. There have been radical changes to the administration of Northamptonshire and we must do our best to ensure that the smaller but still very well populated rural districts keep as many services as possible. As ever if there are any questions we can be contacted in the office.

Andy Nixon
Chief Operating Officer.

Data and Information Report

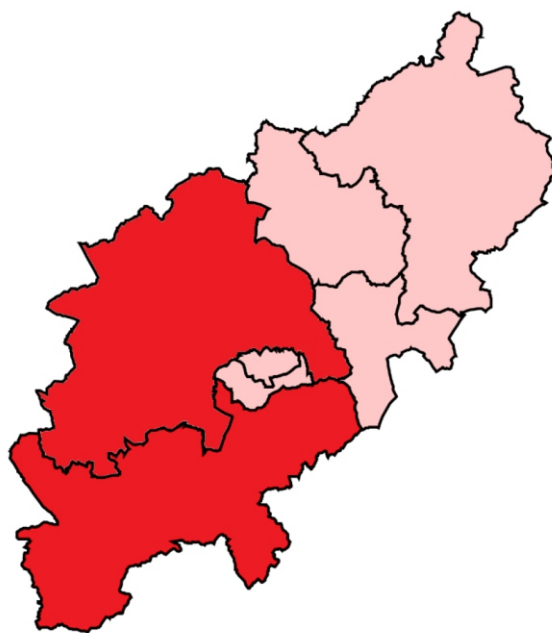
I'm responsible for submitting data to the NHS for our various projects, this includes the core, tier 2.5, rapid response and the emotional wellbeing cafés. This encompasses a variety of information such as the number of referrals into the service, sessions delivered, DNA rates and client feedback and is used by NHS Northamptonshire for their monitoring.

Additionally, I also send data to NHS England as part of their Mental Health Services Data Set, this contributes to nationwide statistics for NHS funded services and is used for both local and national performance measurement, research, auditing and service planning. This data is a little more complex and includes more comprehensive statistics on the sessions themselves.

The number of referrals increases every year and this past year we received 373 referrals for our NHS funded projects. 333 for core and tier 2.5 and 40 for rapid response for a total of 2,807 sessions of counselling. We also received 2 Aspire Higher referrals, which ended this year, for a total of 375 counselling referrals.

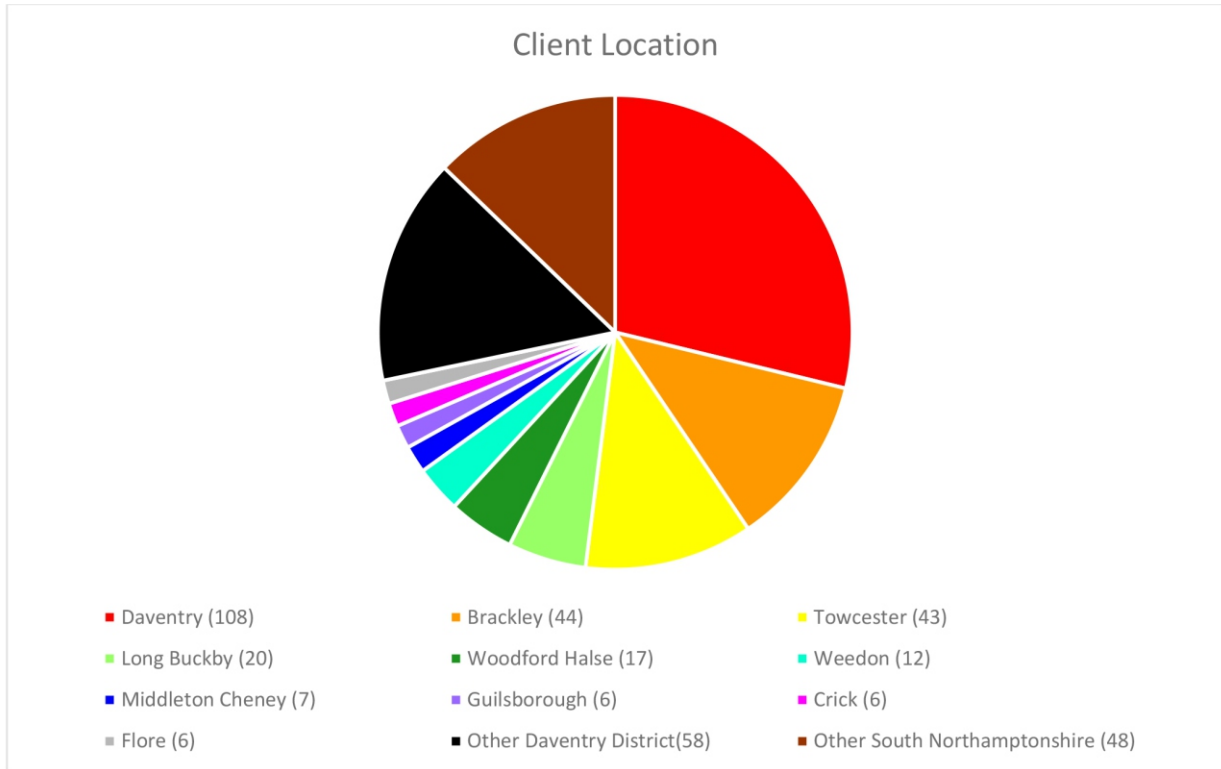
Alongside our counselling, 93 people attended our emotional wellbeing cafés in Daventry and our new Towcester drop-in, which started in January. Numbers of people attending the café increased throughout the year and Towcester café has had a promising start with numbers attending already comparable to the Daventry café.

Client Location



Above is the county of Northamptonshire (as seen on the front of this report), the areas in red are the former Daventry and South Northamptonshire Districts that Time2Talk cover.

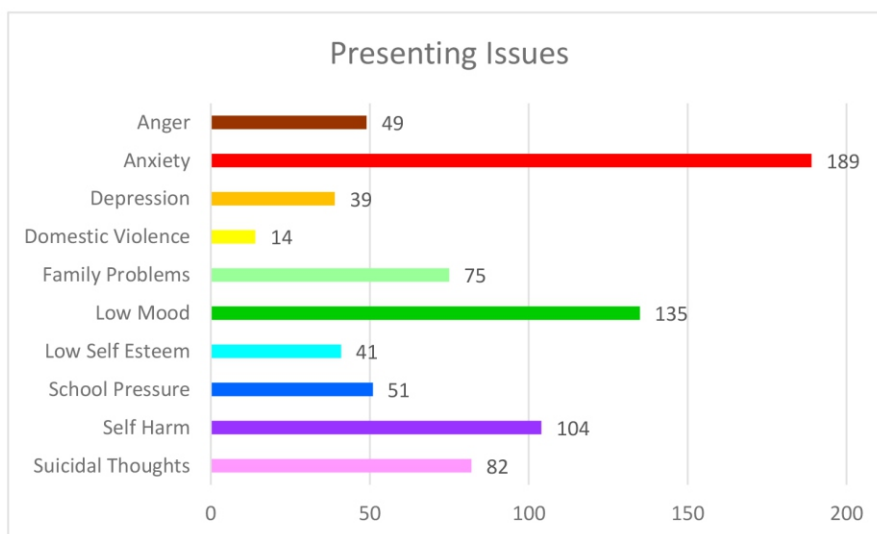
Just over half of our 375 referrals come from three main towns, Daventry, Brackley and Towcester, the remaining were from smaller villages across what used to be the Daventry District and South Northamptonshire. For many of these villages we will only get 1 or 2 referrals a year showcasing both the vast number of locations and the rural nature of the area we cover.



Presenting Issues

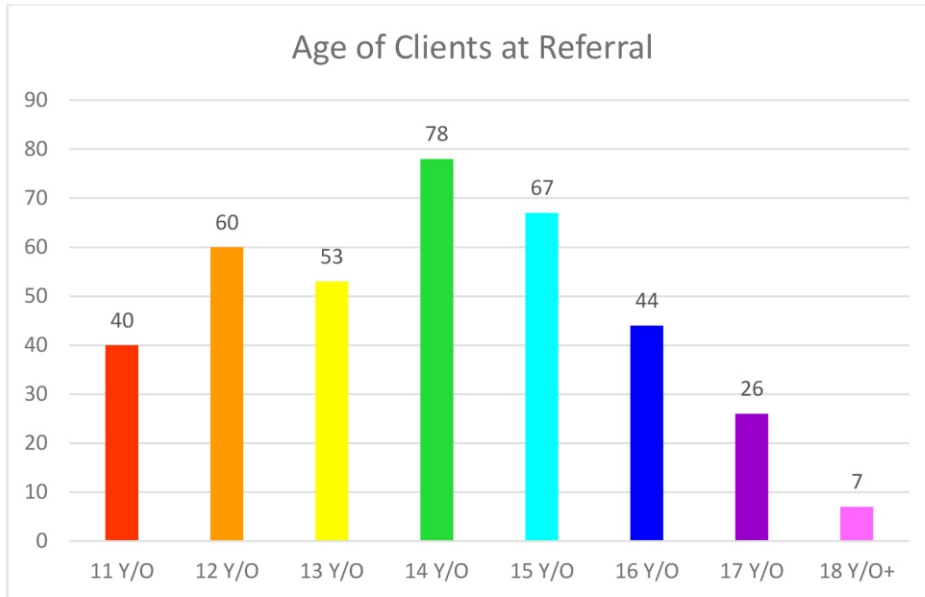
Anxiety and low mood are the most common issues that young people record on their referral. However, self-harm is also high with 104 of the 375 clients reporting some form of self-harm on referral. Self-harm can include cutting, the picking at or scratching of skin, hitting yourself or walls, hair pulling and many other methods.

Suicidal thoughts are also high, with 82 people reporting them on referral but it is important to distinguish between thoughts and intention as many people can suffer from suicidal thoughts but have no intention to ever act on them. After that family issues and school pressure are the next biggest issues young people report.



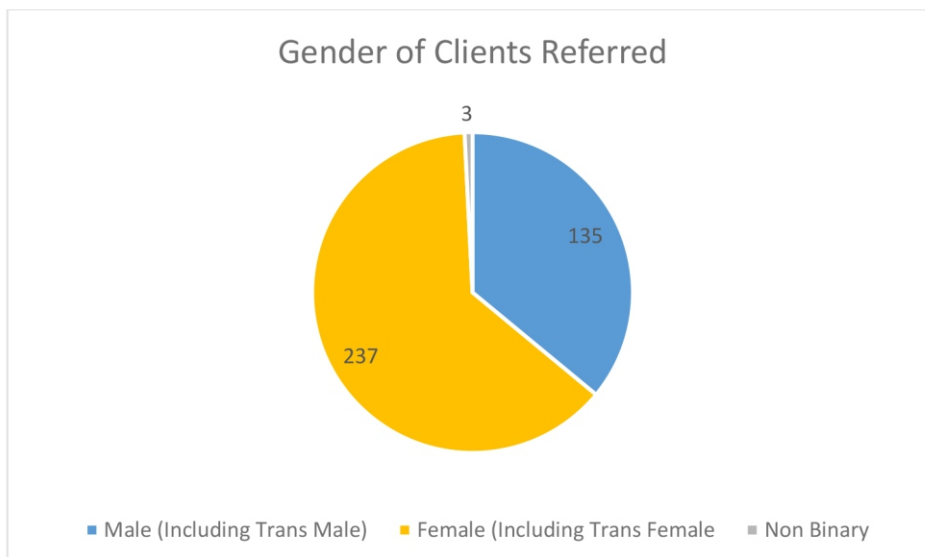
Client Ages

14 and 15 are the most common ages for people to be referred into us, consistent with previous years, and the number of clients 16 and above are almost identical to last year as well. However, it is with 11-year olds where we are seeing an increase.



Client Gender

We continue to see significantly more female clients than male, with 63% identifying as female compared to 36% Male. However, the gap is narrowing compared to last year where the split was 71% female and 28% male. While 1% of our clients identified as non-binary.



Ashley Southgate
Data and Information Officer

A Therapeutic Counsellors Perspective

I joined the organisation in September 1998 as a volunteer. A year later, in 1999, I was employed as an Outreach Development Worker. After a number of years, I became an NHS employee but still donated time to the agency. After my retirement from the NHS, I became a Trustee for Time2Talk and since March 2021 I also work as a self-employed counsellor.

My last few years with the NHS were working at CAMHS (Northamptonshire) as Pathway Lead for Gender Identity and Sexuality. Using my experience in this role, I now see many of the young people with Gender Identity who are referred in to Time2Talk. The number has increased in the last few years, in line with the National figures for Gender Dysphoria.

I am seeing an increase in referrals for anxiety, family problems, phobias and low mood, which may be an effect of the Covid lockdown experience and also the concern over the war in Ukraine. Many of the issues that we are facing in this country have been beyond our control and have provoked anxiety in adults, which in turn affects our young people.

Time2Talk has always been a fantastic place to work where I feel supported and valued and although the agency is small, in comparison with many other Youth Counselling agencies in the county, its services are still available to young people living across the old Daventry and South Northamptonshire region. These areas now form part of the West Northamptonshire county boundary.

I have enjoyed working with committed and hard-working staff and volunteers, with the emphasis on providing a high quality of service to our young people and their families. Post-covid, we continue offering zoom and telephone appointments, alongside face to face appointments. These methods of working are still vital for young people living in remoter rural areas who lack public transport.

Julie Luvaglio
Therapeutic Counsellor/ Trustee

Counsellor and Towcester Service Manager Report

This report will provide an outline of work undertaken, and developments made in the post of Counsellor and Towcester Service Manager in the period up to April 2023.

The issues young people face are wide-ranging and includes, anxiety, stress, panic attacks, exam pressure, bullying, phobias, depression, low self-esteem, suicidal thoughts, personal relationship, peer pressure, gender identity, internet bullying, self-harm, eating disorders, bereavement, sexuality, homophobia, family and relationship problems, domestic violence, abuse (emotional, sexual and physical), sexual assault, puberty, racism, body image, this is what some of my clients are coping with.

Daventry

I am in the office every morning from Monday to Thursday, as well as all day on Tuesday and Thursday, where I will see clients for counselling face to face, over WhatsApp or on the telephone. When I am not seeing clients, I am keeping my paperwork up to date and making sure that I have done my stats for each month so that they can be recorded. I also help out with the drop-in service and answering the phone when needed.

The Chantry

The Time2Talk Towcester service opening times are Mondays from 12pm to 5.15pm and Wednesday from 12pm to 4pm. Except for Bank Holidays, Easter and Christmas. We now have two members of staff, myself and Eve, at The Chantry in Towcester.

The Chantry has been very busy with every session slot full, so although we have a waiting list, it is being managed well. We also have referrals, not just from Towcester, but from Brackley, Banbury, Milton Keynes and the surrounding villages. I would just like to say a big thankyou to all the staff at The Chantry for their support and especially to Rhona all the best for her retirement.

Clients

Clients will normally have six to eight sessions but sometimes will go to a maximum of twelve. I have to keep an eye on the sessions but sometimes we do need to give extra support as issues can change with clients very quickly so these extra sessions can benefit the young person or can be useful if they are waiting to see CAMHs.

Towcester Wellbeing Café

We also launched our new Towcester drop-in in January. The drop-in starts as soon as our counselling sessions end, running every Wednesday 4pm till 8pm, with last entry at 7:30pm. I have also been busy shopping purchasing mood lighting, games, fidget toys, stress balls, puzzles books and colouring pens and books for the young people using the drop-ins. As well as drinks

and snacks so that we are always fully stocked up to make our clients feel welcome and have plenty of activities to use.

Supervision

Thankyou Jayne for your support which has enabled me to have positive outcomes with my clients which I have shared with my clients. So again, thank you for your support over this last year.

Manager

Andy thank you for your support over this last year, it's been a very difficult and very challenging year for us all but you got us through it. So again, a big thankyou to Andy.



Sylvia Birch
Towcester Service Manager and Outreach Counsellor

The Time2Talk Team



The Abbey building in Daventry (above left) and The Chantry House in Towcester (above right) where our counselling is held. Sylvia in one of our counselling rooms (below left) and our office (below right)





The Time2Talk office from outside and in (above) and photos (below) of the Daventry District countryside taken by Andy



Charity Registration Number: 802472

**DAVENTRY INFORMATION AND COUNSELLING SERVICE
(TIME2TALK)
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

TIME2TALK

FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

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TIME2TALK

YEAR ENDED 31 MARCH 2023

LEGAL AND ADMINISTRATIVE DETAILS

Charity registration number: 802472

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

Trustees: Suzy Dion – Chairperson
Dr Susan Davies – Vice Chair
Julie Luvaglio

Honorary Treasurer: Gordon Barker

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 2023****REPORT OF THE TRUSTEES**

The Trustees present their report together with financial statements for the year ended 31 March 2023.

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:

Redundancies £34,000
Rents £4,000

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 £159,061 which is in line with the above policy.

TIME2TALK**YEAR ENDED 31 MARCH 2023****REPORT OF THE TRUSTEES**

Financial Review

Included in the balance sheet at 31 March 2023 is total reserves carried forwards of £159,061, which are entirely unrestricted. The closing balance of £159,061 includes the following commitments. A balance of £32,223 is to be reallocated to the Lowdown as agreed by REACH. £19,000 will be returned to Youthworks as a redistribution of happier families funding, £48,302 is committed towards delivering the agencies objectives. The free reserves of £59,536 includes redundancy and rent commitments of £38,000 in the event of closure leaving £21,536 as free reserves to be used on overspends.

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 and signed on its behalf by:



Suzy Dion

Date: 4 July 2023

TIME2TALK

YEAR ENDED 31 MARCH 2023

REPORT OF THE TRUSTEES

ACHIEVEMENTS AND PERFORMANCE

CHAIRPERSON'S REPORT

I am pleased to report Time2Talk has gone from strength to strength this year delivering for the young people of Daventry and South Northants. Although covid and the lockdowns are behind us, the pandemic still casts a dark shadow for our young people with our counsellors reporting high levels of anxiety and depression.

As detailed in Andy's report, here in Daventry and South Northants, we cover a wide geographical area which has challenges for both our young people and us. Time2Talk prides itself on ensuring that we offer a mixture of in-person, telephone, and virtual support to ensure we deliver for our young people. In the coming year, we'd like to expand our reach further into the rural areas to give our young people choice and control if commissioning and funding allows.

Time2Talk is one of the smaller of the five agencies and works alongside the other youth counselling agencies across Northamptonshire, under the umbrella of the REACH partnership. This year we are moving towards formalising the REACH partnership umbrella, in doing so, each agency will not lose their own identity but working together gives us a louder voice and enables us to deliver a consistent service across the county.

Although small we here at Time2Talk are 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.

This year I especially wish to thank our wonderful Chief Operating Officer, Andy who sadly lost both his parents recently, therefore I wanted to take a moment to personally thank him from all the trustees for his resilience and dedication to Time2Talk, at what has been a very difficult year personally. Running a small voluntary sector organisation is not easy.

Over the past year, Time2Talk has expanded further its core counselling offer with several new initiatives, including, Rapid Response, Tier 2.5 and Wellbeing drop-in support cafes. Each service provides a slightly different offer, giving young people that all important choice and control.

In all our reports over the years we mention the challenge of our accommodation costs, these still remain high and are a burden on our resources. Each year we look creatively at our accommodation and space but with no avail. If anyone does have any ideas or available space, then please do get in touch.

I think the main task I must fulfil in this report is to recognise and thank our dedicated team. Our self-employed counsellors; Eve, Julie, Helen, Sarah, and Prem. Ash for continuing the great work around data collection and supporting the wider REACH partnership in this endeavour. Sylvia for her work in supporting the mental health and wellbeing of our young people.

I must also thank Gordon who continues his methodical analysis and organisation of the accounts and DNG who continue to provide excellent examination of these accounts. Finally, my thanks also to my fellow trustees, Sue and Julie, who have continued to support T2T despite their own difficulties. We'd like to recruit more trustees and I would encourage anyone interested to contact me for further information.

Suzy Dion
Chair

TIME2TALK**YEAR ENDED 31 MARCH 2023****REPORT OF THE TRUSTEES**

ACHIEVEMENTS AND PERFORMANCE**CHIEF OPERATING OFFICERS ANNUAL REPORT****Introduction**

Time2Talk have thrived for another year delivering top quality services to the young people of Daventry District and South Northamptonshire. This has been no mean feat. Although the pandemic can sometimes feel like a distant memory, the effects it had on all of us and especially young people continue to be felt. The issues that our counsellors face and that are referred into our service by parents, carers, GP's CAMHS, social workers as well as those that self-refer are ever more complex. Referrals still cite the ongoing effects of the pandemic as a contributor towards high levels of debilitating anxiety and for some a general feeling of abject despair for the future.

Our small dedicated team of staff and self-employed therapists tackle daily, issues around self-harm, suicidal thoughts, complex relationship breakups, eating disorders, LGBTQ plus and gender issues, along with anxiety that is at such a level it impacts on the daily life not just of the young person but on the wider family. This can contribute towards OCD behaviours and can cause poor attendance at school, college or work and a disengagement in things that can make life better.

Alongside this we have the particular issue of rurality in the Daventry district area and in South Northamptonshire the issues are even more stark. Within the REACH collective and commissioning model of working at a unit cost rate there are challenges. We have a spread out demographic rather than a large footfall on our doorstep and many people that want to access us need to travel to us. We have tried to assist here by maintaining and adding an extra day to our Towcester provision to at least ensure there is something in that area independent of school and accessible. In fact, this year for the first time and to help demonstrate our ongoing commitment to South Northamptonshire we are holding our AGM in the historic Chantry house in the centre of Towcester.

One of the things our counsellors try and encourage is getting out and about and enjoying the fresh air and wonderful countryside this area has to offer. It can be a marvellous de-stress for those able to do this and we are blessed with many public footpaths that criss-cross the area.

The team

None of the invaluable life changing work we do would be possible without our great team of people. We thank Ash for his expertise when it comes to data and data monitoring as well as his fantastic admin support when it comes to client waiting lists and assisting with booking self-employed counsellor sessions. Ash has also supported REACH colleges when it comes to data related issues. Thanks also to Sylvia for her work supporting the mental health of young people in Daventry and South Northamptonshire. Our small dedicated group of sessional self-employed counsellors, Eve, Julie, Helen, Sarah and Prem give us the flexibility we need to offer services across 6 days a week and during the evenings. And not forgetting Jayne who has been providing clinical supervision for us for many years and at a substantially discounted rate.

We thank our management board, all volunteers, Suzy, Sue and Julie for sticking with us and for their expertise when it comes to contracting and attending meetings for that vital extra pair of ears. We thank Gordon our treasurer who has maintained our financial systems, including payroll and pensions, and NI and for preparing the accounts for us and providing regular updates to the trustees. There aren't that many of us and we all have to be flexible to get the job done. Trustees are aware that there is a need to attract new blood onto the board and that remains top of their agenda moving forward.

TIME2TALK

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YEAR ENDED 31 MARCH 2023

REPORT OF THE TRUSTEES

CHIEF OPERATING OFFICERS ANNUAL REPORT (continued)**Services****Core counselling service.**

This continues to be the main work of the agency. Referrals are steady and we achieve our target against the funding amount which has been broken down by REACH partners as a unit cost per session. Again, issues of rurality, leasing space rather than owning it and lack of access to suitable trainee counsellors can impact on overall costs of service delivery. There are no easy solutions to these issues but we continue to try and seek them.

Tier 2.5 funding is for slightly more complex sessions. Again, these sessions are funded as a unit cost per session. This is a relatively new funding stream and we were a bit late starting it as we awaited release of funds. It is ticking over OK. Again, we expect to achieve our target against the funding amount moving forward. Sessions are delivered one to one and face to face but we maintain a remote, over the phone offer which is a terrific help for those that live in remoter parts of this huge rural district.

Rapid Response

This is for more urgent situations. This funding stream is aimed at providing counselling within a few days of receiving a referral. Referrals are for young people who have presented at A & E sometimes following an attempted suicide or overdose. The young person has been triaged by medical professionals and deemed to be unsuitable for a clinical intervention and are then referred to us to be offered an appointment for counselling within 5 working days. This initiative hits targets against the unit cost model already discussed.

Crisis (or emotional) wellbeing café drop-ins.

This has been running steadily in Daventry for around a year and half and as of January this year in Towcester. The Daventry drop-in operates on a Saturday between 12.-4.00pm and is available for young people and parents to utilise when in need of some emotional support for a situation that could escalate into crisis. Soft drinks and beverages are made available along with light snacks and biscuits. This service isn't the same as a regular counselling service but is staffed by qualified people with an admin person to support. There has to be two qualified staff alongside the admin person for each café. All service delivery staff undergo training to undertake the role including safeguarding and storm training. To date some really heavy issues have presented at the café and valuable support given along with referrals either into our general counselling services or to higher level services where appropriate. The Towcester café service operates on Wednesday between 4.00 and 8.00pm along the same lines. This is still in its early, pilot stages and we will report more on that in the next annual report.

Happier Families

We've had real problems with this initiative trying to encourage families to engage, getting training for the staff and various other things that impacted on it. We delivered the drop-in element but the actual programme that required families to sign up to six sessions, became increasingly difficult to offer. In agreement with the funder we have agreed to terminate this and will be reallocating unspent funds to Youth works at some point this year. We can then continue to focus on the amazing work we continue to deliver.

Drop-in Services

In addition to the emotional well being cafes for which no appointment is needed, we do still maintain drop-in provision for low level sexual health work and also for the food bank and static needle exchange service. Although numbers accessing it are very low, it is still a part of the service. The new teen clinic in Daventry runs once a month in the town so there are alternatives and we may revisit launching something fresh in the future. This work isn't funded directly anyway however supplies are provided by the sexual health team. This is one aspect of the service that failed to recover post covid.

TIME2TALK

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YEAR ENDED 31 MARCH 2023

REPORT OF THE TRUSTEES

CHIEF OPERATING OFFICERS ANNUAL REPORT (continued)**Data.**

We are required to process data on behalf of the NHS so we maintain our ICO certificate at tier 1 which covers the nature of the data we have. You will see some core data within the annual review section of the report that relates to numbers and demographics and presenting issues. We also maintain our NHS digital security toolkit which is updated annually along with our information commissioner's office certification.

REACH collaboration.

The REACH Collaboration that comprises Time2Talk, Youthworks in Kettering, Lowdown in Northampton, Service six in Wellingborough and Chat in Oundle continues to work together in the county. At the time of writing, the NHS commissioners still require REACH to become a legally constituted body in order to flow all funds through the REACH entity. REACH is now looking at establishing itself as a CIC.

This won't affect Time2Talk as an independent charity this would be a separate entity that will be made up of all our various boards. This will be explored further in the 2023-4 financial year period. For now Time2Talk are contracted to deliver the core counselling contract directly with the NHS with other NHS initiatives lead by the larger REACH agencies with greater capacity. For example, Lowdown lead on the rapid response and emotional well being drop-in's and Service six lead on the tier 2.5 support.

Finally

We have all faced many challenges over the last year, both individually and as an organisation but our key driver is doing our best to maintain a local service that young people trust and know. There have been radical changes to the administration of Northamptonshire and we must do our best to ensure that the smaller but still very well populated rural districts keep as many services as possible. As ever if there are any questions we can be contacted in the office.

Andrew Nixon BA (Hons) MBE
Chief Operating Officer

TIME2TALK**INDEPENDENT EXAMINERS REPORT****FOR THE YEAR ENDED 31 MARCH 2023**

I report on the accounts of the Charity for the year ended 31 March 2023 which are set out on the attached pages 9 to 16.

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: 10 July 2023

TIME2TALK

STATEMENT OF FINANCIAL ACTIVITIES

FOR THE YEAR ENDED 31 MARCH 2023

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
Incoming resources					
Incoming resources from generated funds					
Voluntary income					
Grants	2	164,785	-	164,785	233,926
Donations & Gift Aid		988	-	988	45
Legacies		-	-	-	5,000
Investment income		591	-	591	11
Other incoming resources					
Costs reimbursed		-	-	-	13,052
Employment allowance		5,000	-	5,000	4000
Total incoming resources		<u>171,364</u>	<u>-</u>	<u>171,364</u>	<u>256,034</u>
Resources expended					
Charitable activities					
Salaries, NIC and pension	3	104,321	2,149	106,470	92,293
Travel costs – staff		4,206	34	4,240	1,753
Travel costs – volunteers		-	-	-	23
Sexual health and education		-	-	-	60
Office accommodation		14,109	-	14,109	16,143
Telephone and postage		663	-	663	853
Stationery and photocopying		577	-	577	631
Fees, courses and subscriptions		54,052	-	54,052	41,706
Advertising		173	-	173	183
IT costs		1,058	-	1,058	1,110
Insurances		1,277	-	1,277	864
Sundry office costs		627	-	627	142
Independent Examiner's fee	5	700	-	700	700
Grants Payable	6	36,552	2,000	38,552	-
Total resources expended		<u>218,315</u>	<u>4,183</u>	<u>222,498</u>	<u>156,461</u>
Net income / expenditure		(46,951)	(4,183)	(51,134)	99,573
Transfers between funds		(131)	131	-	-
Net movement in funds		<u>(47,082)</u>	<u>(4,052)</u>	<u>(51,134)</u>	<u>99,573</u>
Total funds brought forward (restated)		206,143	4,052	210,195	110,622
Total funds carried forward		<u>159,061</u>	<u>-</u>	<u>159,061</u>	<u>210,195</u>

TIME2TALK

BALANCE SHEET AT 31 MARCH 2023

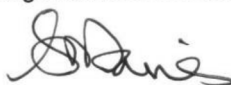
	Note	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
Current assets					
Cash at bank and on deposit		162,492	-	162,492	215,658
Cash in hand		-	-	-	70
		<u>162,492</u>	<u>-</u>	<u>162,492</u>	<u>215,728</u>
Creditors amounts falling due within one year					
Accruals		700	-	700	5,533
Social security		2,731	-	2,731	-
		<u>3,431</u>	<u>-</u>	<u>3,431</u>	<u>5,533</u>
Net current assets		<u>159,061</u>	<u>-</u>	<u>159,061</u>	<u>210,195</u>
Net assets		<u>159,061</u>	<u>-</u>	<u>159,061</u>	<u>210,195</u>
Funds of the charity					
Unrestricted funds (restated)	10	159,061	-	159,061	206,143
Restricted funds (restated)	9	-	-	-	4,052
		<u>159,061</u>	<u>-</u>	<u>159,061</u>	<u>210,195</u>

These accounts were approved on by the Management Committee and signed on its behalf.



Suzy Dion
Chairperson

Date: 4 July 2023



Dr Susan Davies
Vice - Chairperson

Date: 4 July 2023

TIME2TALK**NOTES TO THE FINANCIAL STATEMENTS****FOR THE YEAR ENDED 31 MARCH 2023****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 (£).

Restatement of comparatives

Income in respect of the core NHS Northamptonshire Grant and other services received via the REACH organisation has been restricted in previous years. However, upon further review of the grant documentation it has been agreed that the grants do not have narrower purposes than the charitable objectives and therefore the income is unrestricted. The 2022 accounts have been restated for this reason.

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

TIME2TALK

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

1. Accounting Policies (continued)

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.

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.

Going Concern

The Trustees have considered a period of 12 months from the date of approval of these financial statements and have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus they continue to adopt the going concern basis of accounting in preparing the financial statements.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

2. Grants

	2023	2022
NHS Northamptonshire (PCT)	95,730	95,730
Rapid Response NHS	16,440	13,490
Emotional Wellbeing Café's (via Lowdown)	30,624	12,400
LGBTQ Project (via Lowdown)	-	2,000
NHS Northamptonshire Additional	-	104,306
Digital Development and Bid Writing	-	6,000
Tier 2.5 (Via service six)	21,991	-
	<u>164,785</u>	<u>233,926</u>

TIME2TALK

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

3. Staff costs and trustees remuneration

	Total 2023 £	Total 2022 £
Gross wages	94,094	82,518
Social security costs	10,268	7,753
Pension	2,108	2,022
	<u>106,470</u>	<u>92,293</u>

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

One trustee received £9,918 (2022: 4,130) for counselling services provided.

Key management personnel remuneration totalled £50,059 (2022: £48,370) for the year.

4. Average number of employees

	2023 Number	2022 Number
Care	2	2
Management and administration	1	1
	<u>3</u>	<u>3</u>

5. Independent Examiners remuneration

	Total 2023	Total 2022
Independent examiners fees for examination	700	700
	<u>700</u>	<u>700</u>

6. Grants Payable

	2023 £	2022 £
Grants to institutions	38,552	-
	<u>38,552</u>	<u>-</u>

The total grants paid to institutions during the year was as follows:

	2023 £	2022 £
The Lowdown	12,179	-
Youthworks	26,373	-
	<u>38,552</u>	<u>-</u>

TIME2TALK

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

7. Comparatives for the statement of financial activities (restated)

	Restated Unrestricted Funds £	Restated Restricted Funds £	Total 2022 £
Incoming resources			
Incoming resources from generated funds			
Voluntary income			
Grants	231,926	2,000	233,926
Donations and Gift Aid	45	-	45
Legacies	5,000	-	5,000
Investment income	11	-	11
Other incoming resources			
Costs reimbursed	13,052	-	13,052
Employment allowance	4,000	-	4,000
Total incoming resources	<u>254,034</u>	<u>2,000</u>	<u>256,034</u>
Resources expended			
Charitable activities			
Salaries, NIC and pension	91,878	415	92,293
Travel costs – staff	1,753	-	1,753
Travel costs – volunteers	23	-	23
Sexual health and education	-	60	60
Office accommodation	9,645	6,498	16,143
Telephone and postage	752	101	853
Stationery and photocopying	339	292	631
Fees, courses and subscriptions	41,306	400	41,706
Advertising	183	-	183
IT costs	928	182	1,110
Insurances	864	-	864
Sundry office costs	142	-	142
Independent Examiner's fee	700	-	700
Total resources expended	<u>148,513</u>	<u>7,948</u>	<u>156,461</u>
Net income / expenditure	105,521	(5,948)	99,573
Gross transfers between funds	(4,994)	4,994	-
Net movement in funds	<u>100,527</u>	<u>(954)</u>	<u>99,573</u>
Total funds brought forward (restated)	<u>105,616</u>	<u>5,006</u>	<u>110,622</u>
Total funds carried forward (restated)	<u>206,143</u>	<u>4,052</u>	<u>210,195</u>

Unrestricted funds consisted of only the general fund for the year.

TIME2TALK

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

8. Comparatives for restricted funds movements (restated)

	Restated Opening balance £	Restated Income £	Restated Outgoings £	Restated Transfers £	Restated Closing balance £
NHS Northamptonshire Waiting List Reduction	5,006	-	(7,948)	4,994	2,052
LGBTQ Project (via Lowdown)	-	2,000	-	-	2,000
	<u>5,006</u>	<u>2,000</u>	<u>(7,948)</u>	<u>4,994</u>	<u>4,052</u>

See note 9 for restricted fund descriptions.

9. Restricted funds

	Restated Opening balance £	Income £	Outgoings £	Transfers £	Closing balance £
NHS Northamptonshire Waiting List Reduction	2,052	-	(2,183)	131	-
LGBTQ Project (Via Lowdown)	2,000	-	(2,000)	-	-
	<u>4,052</u>	<u>-</u>	<u>(4,183)</u>	<u>131</u>	<u>-</u>

Restricted funds represent grants and other income which are identified to be used for specific projects or purposes. Restricted fund balances are represented by cash and bank balances.

Lowdown LGBTQ grant is for the development of a specialised service in Daventry.

The NHS Northamptonshire Waiting List Reduction was for the use of group work and drop-in services which were disrupted due to COVID.

Income in respect of the core NHS Northamptonshire Grant and other services received via the REACH organisation has been restricted in previous years. However, upon further review of the grant documentation it has been agreed that the grants do not have narrower purposes than the charitable objectives and therefore the income is unrestricted. The 2022 accounts have been restated for this reason.

Transfers between funds

The transfer from General fund to NHS Northamptonshire Waiting List Reduction is due to an overspend on the restricted fund.

TIME2TALK

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

10. Unrestricted funds

	Restated Opening balance	Income	Outgoings	Transfers	Closing balance
	£	£	£	£	£
General funds	206,143	171,364	(218,315)	(131)	159,061

The closing balance of £159,061 includes the following commitments. A balance of £32,223 is to be reallocated to the Lowdown as agreed by REACH. £19,000 will be returned to Youthworks as a redistribution of happier families funding, £48,302 is committed towards delivering the agencies objectives. The free reserves of £59,536 includes redundancy and rent commitments of £38,000 in the event of closure leaving £21,536 as free reserves to be used on overspends.

11. Leasing agreements

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

	2023 £	2022 £
Within one year	7,100	7,100
Between 1-5 years	7,100	14,200
	<u>14,200</u>	<u>21,300</u>

12. Transactions with Related Parties

There have been no transactions with related parties during the year ended 31 March 2023 nor the year ended 31 March 2022.

13. Ultimate Controlling Party

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

Time2Talk

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Daventry

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