

Open Door, Young People's Consultation Service

Annual Report and financial statements

Year ended 31 March 2019

Charity number 299707

Company number 02270443



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Legal and administrative information

Board of Trustees

Dr Irene Weinreb	Chair	
Morley Speed		Treasurer
Digi Berry		<i>resigned 15 May 2018</i>
Annerie Hughes		<i>resigned 6 June 2018</i>
Claire Lindfield		<i>appointed 7 March 2019</i>
Polly Naher		<i>appointed 13 June 2018 - resigned 7 September 2019</i>
Judy Shuttleworth		
Karen Simmons		
Nicole Ziman		<i>resigned 17 October 2018</i>

Director

Julia Britton

Charity registration no.

299707

Company registration no.

02270443

Registered address

12 Middle Lane
Crouch End
London
N8 8PL

Independent examiner

Andy Nash Accounting & Consultancy Ltd
The Maltings
East Tyndall Street
Cardiff, CF24 5EA

Principal bankers

Barclays Bank Plc
Crouch End Branch
8 The Broadway
London
N8 9JX

Unity Trust Bank
Nine Brindleyplace
Birmingham
B1 2HB

Trustees' annual report

The Board of Trustees, who are also directors of the Charity for the purposes of the Companies Act, and trustees for charity law purposes, submit their annual report and the financial statements of Open Door, Young People's Consultation Service for the year ended 31 March 2019. The Board of Trustees confirms that the annual report and financial statements of the Charity comply with current statutory requirements, including the Charity Act 2011, as well as the requirements of the Charity's governing document and the provisions of the 'Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015)', the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), and the Companies Act 2006.

Objectives and activities

Based in Haringey, north London, Open Door was founded in 1976 and incorporated as a registered charity on 21 July 1988 and a company limited by guarantee on 23 June 1988.

Open Door is dedicated to improving the mental health and emotional well-being of young people aged 12-24 in their transition from childhood to adulthood. We aim to reduce the risk of suicide and self-harm and alleviate the effects of abuse, trauma and mental ill health. We aim to help young people feel more in control of their lives, make positive choices, fulfil their potential and prevent social exclusion. We also recognise the need to support parents and carers to better understand their adolescent and young adult children, improve relationships and prevent family breakdown. We aim to provide an inclusive service that works to remedy discrimination on any grounds. Open Door aims to ensure the delivery of effective evidence-based interventions through monitoring, evaluation and research and to contribute to service improvement more widely, including the support of specialist professional trainings in adolescent mental health.

To fulfil our objectives, Open Door undertakes the following activities:

Service provision – Open Door provides a range of psychological therapies to young people aged 12-24 experiencing difficulties including: depression, anxiety, self-harm, sexual abuse and exploitation, bullying and violence, drug and alcohol misuse, problematic internet use and gender identity issues. We also offer specialist support for parents and carers facing the particular challenges of parenting teenagers and young adults.

Research, Evaluation and Dissemination – Open Door undertakes comprehensive evaluation of all its therapeutic interventions as well as specific clinical research projects and disseminates findings in published papers, media reports and conference presentations.

Engagement in service improvement and training – Open Door actively participates in local and national networks on behalf of its beneficiaries in order to raise awareness of adolescent mental health more widely. Open Door also supports professional trainings in adolescent mental health.

Delivering Public Benefit

Open Door's objectives and activities fully reflect the purposes that the Charity was set up to further.

75% of adult mental-health problems emerge by the age of 25, though many at-risk young people struggle to engage with statutory services which are often experienced as stigmatising and not-in-tune with their developmental needs. Open Door has a vital role to play in meeting the needs of local vulnerable young people aged 12-24 and by intervening early, prevent the continuation of difficulties into adulthood which can have profound and sometimes tragic consequences.

The Trustees have followed the guidance issued by the Charity commission with regard to the public benefit arising from the activities undertaken by Open Door. The Trustees are satisfied that the services provided by Open Door fully meet the principles of public benefit as set out in the Charity Commission Guidance.

Context

Adolescence and the transition to adulthood is a period of massive change and development – biological, cognitive, social and psychological. For some, it is a time of excitement, self-exploration and expectation. For others it can be difficult, disheartening or even overwhelming. Rates of mental distress, eating-disorders, self-harm and suicide are rising amongst teenagers and young adults and there is a growing consensus that we are experiencing a crisis in adolescent mental health and wellbeing. However, a recent report by YoungMinds - shows that only 50% of young people needing help actually receive it. This is not solely due to underfunding in the statutory sector. Young people tell us that they are reluctant to use services they perceive as 'medical' and stigmatising, are difficult to access, do not always provide sufficient confidentiality, and are perceived as narrow and rigid in approach. Another key obstacle to engagement is that 18 is the age at which most young people must transition from child & adolescent to adult mental-health services, described in numerous reports as a 'cliff edge'. Neuroimaging is confirming what many working with young people have known for some time, that adolescence does not end at the age of 18 and that the adolescent brain continues to develop into the mid-20s.

Drawing on four decades of frontline clinical work, Open Door recognises that young people struggling in their transition to adulthood require bespoke services up to the age of 25 which are in-tune with their developmental needs, can offer a choice of effective therapies within non-stigmatising settings that can be accessed by self-referral. We also recognise the need to extend our reach to the most marginalised and vulnerable young people in areas of deprivation and are continuing to develop our service in Tottenham alongside our more established base in Crouch End.

Our own evidence from many years of clinical practice and evaluation suggests that whilst adolescence and early adulthood

are periods of greater vulnerability, they are also periods when significant positive psychological change can occur; and with the right approach, in the right setting, the outcomes and life chances of young people can be significantly enhanced.

Achievements and performance in the year

What do we offer?

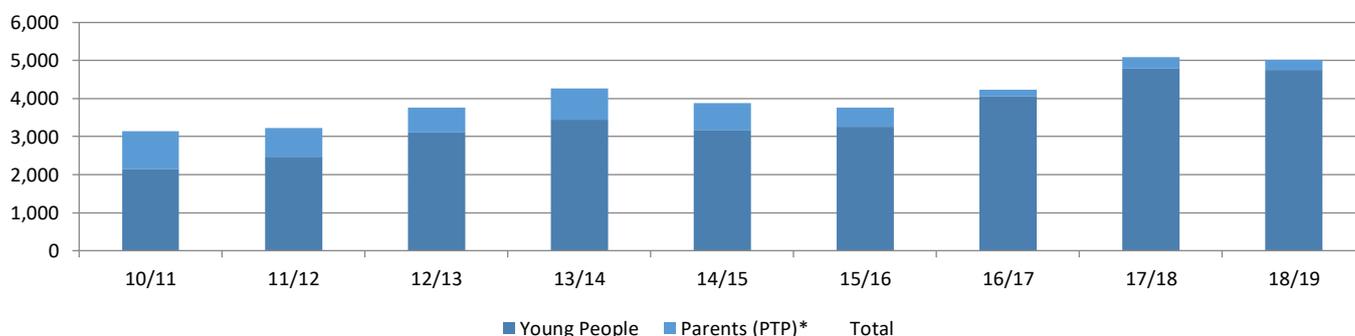
Open Door recognises that young people do not all experience emotional difficulties in the same way, nor do they all need or want the same kind of help. We have continued to offer a range of evidence-based interventions addressing mild to severe difficulties and we were able to offer counselling, psychotherapy, CBT (Cognitive Behaviour Therapy), Trauma focussed CBT, Mindfulness, Systemic Family Therapy, Specialist Psychotherapy for young

record 5,085. (4,630 were offered to young people aged 12-24 and 404 to parents).

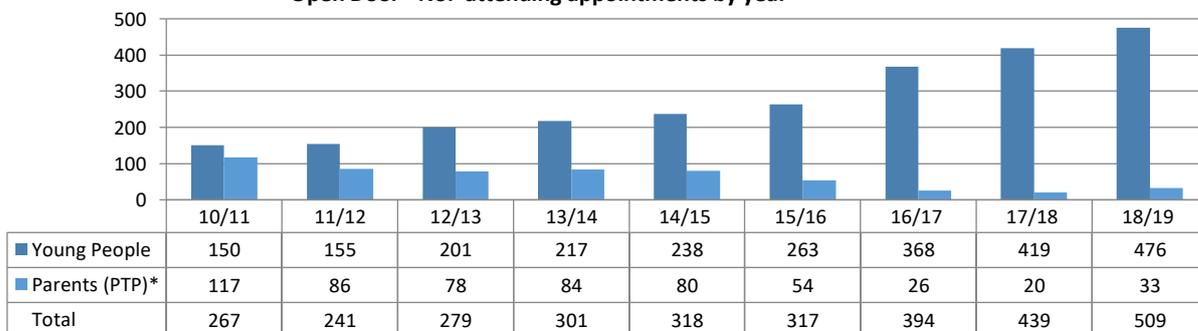
- We worked with 476 young people, our highest ever number and 14% up on the previous year. 70% of these young people were under-18 which reflects funding rather than demand.
- 76% of all appointments were attended by young people – our highest ever year end figure.

About our service users

Open Door - appointments offered by year



Open Door - No. attending appointments by year



people with special needs and disabilities and parent work.

Therapy was offered on a brief, medium and longer-term basis from a few sessions of crisis work to two years weekly psychotherapy.

Therapy services were offered Monday-Thursdays 9am to 7pm at our Crouch End and Tottenham services. We also continued to deliver a small secondary school service operating 4 days per week across 2 schools.

Service delivery

The level of service offered was very strong and the growth in recent years was consolidated.

- For the second year running we succeeded in offering more than 5,000 appointments across our services. The total of 5,034 came within touching distance of last year's

Of the 476 young people who attended Open Door, 61% were BAME and nearly 50% from the more deprived east of the borough. Across all services, 33% were male. Whilst this is lower than we would like, it is an improvement on recent years when it seldom rose above 25%. This low proportion of boys and young men is not unusual in a predominantly self-referral service and is an issue we are hoping to address in our new Serious Youth Violence Project which began in 2018/19.

94% of young people accessing Open Door presented with low mood/depression and 84% with anxiety (including panic and PTSD). 46% of young people reported having self-harmed, rising to 52% in 18-25-year olds; this has been increasing over recent years and is consistent with widely reported research on rising levels of self-harm particularly in adolescent girls and young women. Family and relationship problems are reported by 82% of service users and anger/aggression by 53%. Our BBC Children in Need funded project

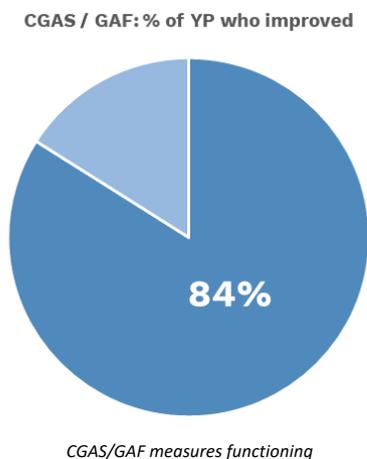
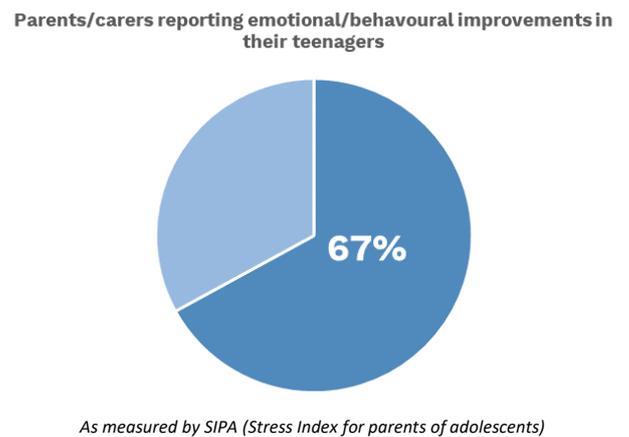
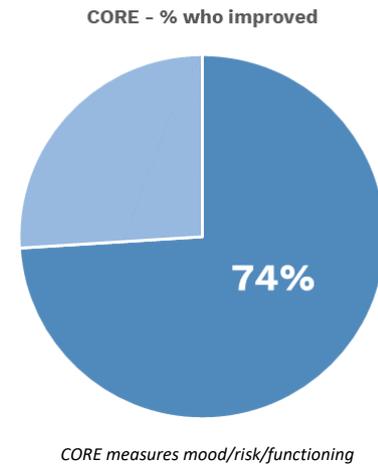
increased the number of young people with special educational needs and disabilities accessing our service as we hoped it would. In 2018/19 this reached around 20% with 1 or more disabilities/specific learning difficulty/significant illness.

Around 37% of young people had experienced abuse or neglect and 20%, domestic violence. Such adverse childhood experiences put children and young people at significant risk in terms of future mental ill health, substance misuse, conduct and relationship difficulties if not addressed during these crucial years.

Our audit showed that around 45% of parents of young people accessing Open Door, and 53% of parents accessing our Parenting Teenagers Project, had 1 or more physical/mental health difficulty and/or misused alcohol or drugs. These figures support the evidence of the impact of these factors on the psychological health and wellbeing of children. What is encouraging is that so many parents come to the service able to talk about these issues.

Outcomes

Open Door's therapy services are fully evaluated using therapist assessment, service user feedback and validated clinical outcome measures. Our latest audit shows positive outcomes across the service including: 74% of young people experienced an improvement in low mood/depression; there was 75% decrease in self-harm; 74% of young people became more engaged with participation in or seeking education, training and employment. In the Parenting Teenagers Project, 67% of parents reported emotional and behavioural improvement in their teenagers with 94% attributing this to the help they received.



Projects:

In addition to our core service, Open Door delivered a number of funded projects during 2018/19:

Improving Access to Young People with Special Needs and Disabilities

This BBC Children in Need funded project for young people aged 12-18 came to an end after 2 rounds of funding totalling 6 years. During this time, we helped 146 young people with a range of special needs including autism, speech and language disorders, sensory impairment and learning disability.

Open Door Tottenham

Now in its sixth year, our Tottenham service remains central to our strategic and clinical development. In 2018/19, funding from City Bridge Trust and Euromonitor helped support our work with around 95 young people and parents who were offered around 850 appointments.

Serious Youth Violence

In November we were awarded a small 2-year grant from the Evening Standard Dispossessed Fund to pilot a therapy project for young people and families affected by serious youth violence. We aim to work with 34 young people each year and their parents/carers as appropriate.

Parenting Teenagers Project

In August, Trustees agreed to allocate £42,000 over 18 months from our large donation towards getting our Parenting Teenagers Project back on track by funding clinical work, training and research.

In the first few months of this initiative we trained 4 therapists in our evidence-based model – the *Open Door Approach to Parenting Teenagers*; designed a research project and began recruiting parents for the research and clinical service.

Our Key Challenge: managing demand

Meeting demand remained the biggest challenge facing us this year. Whilst the number of referrals across the service was down overall (from 455 to 363) by January the waiting list reached over 200 - its highest ever. We took the difficult decision to temporarily close the waiting list to 23-24 year olds. We also reorganised our intake processes to ensure that young people would be seen within 4-6 weeks for an initial assessment. Whilst we had achieved a 4.9-week median waiting time to assessment by the end of the year, the average wait to treatment remained high at 42 weeks.

The year ended more optimistically with the award of £75,000 additional CAMHS Transformation funding from Haringey NHS CCG to help tackle our under-18 waiting list. Open Door was also part of Haringey's successful bid to become one of 12 national Trailblazer sites to participate in a 4-week waiting time pilot for Child and Adolescent Mental Health Services (up to 18) equating to £106,000 per year for 2.5 years. This additional funding enabled us to hold onto existing staff and recruit others to start delivery in the

following financial year. We anticipate this will ease but not solve the pressures of demand and capacity.

Open Door Schools Service

We have continued to deliver a secondary school service on a contractual basis in Highgate Wood School, Haringey and Newman Catholic College, Brent. We worked with 52 young people, offering 530 appointments.

Trainees/training

We continued to provide training placements for two NHS funded, ACP accredited Child and Adolescent Psychotherapists in partnership with the Tavistock and Portman NHS Foundation Trust and Barnet Enfield and Haringey Mental Health Trust. We also provided training placements for two Health Education England (HEE) funded Recruit to Train trainees in CBT and Systemic Family Therapy in partnership with UCL and Kings College London. Our school service in Brent is delivered by trainees from the Tavistock Clinic and we ran a Systemic Family Therapy Clinic with input from other Tavistock Clinic trainees. Our own clinical team have also benefitted from training in EMDR (a trauma intervention), Mindfulness and the *Open Door Approach to Parenting Teenagers* as well as regular clinical supervision and team meetings.

Volunteers

Over the year, three volunteer therapists contributed to our clinical service. We had further voluntary input to the non-clinical aspects of the service including research, data management and design for which we are extremely grateful.

Research and publication

In December we presented a paper at a British Psychotherapy Foundation (BPF) conference on contemporary approaches to working with high-risk, depressed adolescents. Our research paper analysing 10 years of data from the *Open Door Approach to Parenting Teenagers* intervention was completed and circulated to peer review journals.

Partnerships and Collaborations

In addition to our training partnerships, Open Door recognises the importance of participating and developing networks in order to ensure that the mental health needs of young people continue to be represented in service development in the statutory and voluntary sectors. We are members of numerous adolescent and family networks including young people's mental health, youth crime, disability, parenting and suicide prevention. During 2018/19, Open Door remained a central member of the CAMHS Transformation Expert Reference Group, the CAMHS Transformation Board and participated in specific policy groups on issues including transitions from adolescent to adult services, crisis care, SEND and sexual abuse and exploitation. Open Door was a partner in Haringey's successful bid to become a national

Trailblazer pilot site for both School Mental Health Teams and the 4 week-waiting time initiative which has brought significant additional resources into the borough.

Fundraising/donations:

The Trustees Fundraising Committee organised a very successful Xmas Reggae Night with a popular local DJ, raising almost £500 through a raffle and collections. The confirmation class at St Frances de Sales Roman Catholic Church, Tottenham, organised a raffle for Open Door and raised awareness of young people's mental health in their local community raising over £600.

A very generous donation of £198,000 was awarded to Open Door in May 2018. The donor, who wishes to remain anonymous, stipulated that the money be spent within a maximum time frame of 5 years and that it be used to directly benefit the young people, parents and carers who access Open Door. Of this total amount, £42,000 was committed during the year to support the continuation of the service provided to parents and the remaining amount placed into a designated fund to support development of the service.

The donor recognises that there may be indirect costs associated with building clinical capacity and organisational sustainability and recognises that it is for Open Door to make this judgement within the spirit of the gift, that it is used to give the maximum help it can to young people through increasing access to therapy. The terms of the donation make clear that this should exclude spending on upgrading computer systems.

Feedback from our service users

All young people complete a validated Experience of Service Questionnaire (CHI-ESQ) at the end of treatment.

- 94% agreed that the help they received was good
- 99% felt listened to
- 100% felt they were treated well
- 96% would recommend the service to a friend

"I felt I was listened to, and I felt very comfortable expressing my feelings. I definitely feel that I have been equipped with the skills to help myself in the future".

"... The best thing was extending my sessions for a further 4 months due to not feeling ready. It felt really nice that this wasn't the usual NHS 'get in then out' mentality, which makes me more confident and appreciative of the service here. This place has really helped me and I hope it remains so it can help others too".

"...I'm really grateful that this service exists and I was able to use it. It's helped me through a difficult year and changed a lot about how I think and feel about the world, other people and myself.

Thank you!"

"Contacting Open Door has been a life saver for our family. I don't know how my therapist did it but in just a few sessions she has helped me re-think the way I parent my daughter... I am far more able to understand her and the real responsibilities of parenting teenagers. We are well on the way to a much better place."

Structure, governance and management

Open Door is registered under the Companies Act 2006 as a company limited by guarantee and not having a share capital.

Open Door is a registered charity constituted as a Limited Company under its Memorandum and Articles of Association. The charity registration number is 299707 (England and Wales) and the company registration number is 02270443 (England and Wales).

Organisational Structure

Open Door's Board of Trustees meets 4 times per year and is responsible for the strategic direction and policy of the Charity, as well as oversight of the Charity's operations.

Board sub-committees are set up as required to consider specific issues. The day to day running of the Charity is delegated to the Chief Executive who is supported with a FTE of 10.3 who report to the CEO. The CEO in turn reports to the Chair of Trustees.

Selection and appointment of Trustees

As set out in the Articles of Association, the Chair of Trustees is nominated at the Annual General Meeting.

The Trustees are directors of Open Door for the purpose of company law. Open Door Articles of Association require a minimum of 5 Trustees. Trustees meet at least 4 times per year with a quorum of three trustees.

Trustees who have served for more than three consecutive years in office must stand for re-appointment. Trustees can service up to a maximum of three consecutive terms before they must stand down for at least 12 months before being eligible to stand for office again.

The objective is to have a range of appropriate skillsets across fields that are relevant to the Charity's objectives. When recruiting new trustees, consideration is given to the existing trustees' skills and experiences and trustees are sought with the additional skills required. Their appointment is by resolution of the Board of Directors/Trustees following which the required legal documentation is completed.

Trustee Induction and Training

On their appointment, new Trustees are provided with information, in the form of an induction pack, on their role as a Trustee. Ongoing training is provided as required.

Risk management

The Trustees have conducted their own review of the major risks to which the Charity is exposed, and systems have been established to mitigate those risks.

The main risks identified by the Trustees are currently:

The Charity needs to strengthen all aspects of the operational side of the organisation, particularly financial management, to provide a viable and sustainable foundation for effective functioning and future development

The Trustees and CEO have agreed a re-structure of the operations/support structure and recruited an Operations Manager to begin in April.

The IT system is in urgent need of replacement – its failure will have a major negative impact on all areas of the service – clinical and non-clinical.

An urgent review and upgrading were prioritised for April/May 2019 and funds ringfenced.

Financial results

During the current financial year the Charity incurred a surplus of £287,145 (2018: deficit of £30,333), mainly as a result of a significant donation of £198,000 in the year. This resulted in total reserves increasing in the year to £749,958 (2018: £462,813).

All the £198,000 donation received was placed into one of two designated funds - £42,000 to support the continuation of the work with parents, and £156,000 for development of the service moving forward, with more information on page 7 of this report.

The Trustees are satisfied with the financial performance of the Charity throughout the year.

Of the total reserves held at year end £454,981 (2018: £265,528) were unrestricted as to use, although only £108,953 (2018: £78,270) was available as general funds as a result of designations made to cover the net book value of fixed assets and to cover future development of the service.

Reserves policy

The Trustees have set a reserves policy that the Charity should hold a minimum unrestricted general reserve equivalent to three months salary and overhead expenditure - approximately £80,000. The current level of £108,953 is safely above this level, but not deemed to be excessive.

Statement of board of trustees' responsibilities

The Trustees are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and regulations. Company law requires the trustees to prepare financial statements for each financial year. Under that law they are required to prepare the financial statements in accordance with UK Accounting Standards and applicable law (UK Generally Accepted Accounting Practice), including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland.

Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the excess of income over expenditure for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and,
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue its activities.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They have general responsibility for taking such steps as are reasonably open to them to safeguard the assets of the charitable company and to prevent and detect fraud and other irregularities.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the UK governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions. In addition, the trustees confirm that they are happy that content of the annual review in pages 3 to 9 of this document meet the requirements of both the Trustees' Annual Report under charity law and the Directors' Report under company law.

They also confirm that the financial statements have been prepared in accordance with the accounting policies set out in the notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with FRS 102, The Financial Reporting Standard applicable in the UK and Republic of Ireland published on 16 July 2014.

Preparation of the report

This report has been prepared taking advantage of the small companies' exemption of section 415A of the Companies Act 2006,

and the exemptions available for smaller charities under the Statement of Recommended Practice.

This report was approved and authorised for issue by the Board of Trustees on 12 December 2019 and signed on its behalf by:

Dr Irene Weinreb

Chair

Independent examiner's report to the board of trustees of Open Door, Young People's Consultation Service

I report to the Trustees on my examination of the accounts of Open Door, Young People's Consultation Service (charity number 299707, company number 02270443) for the year ended 31 March 2019 which are set out on pages 11 to 23.

Respective responsibilities of trustees and examiner

The Trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act'). The Trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 ('the 2011 Act') nor under Part 16 of the 2006 Act, and that an independent examination is needed.

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the general directions given by the Charity Commission under section 145(5)(b) of the Charities Act; and,
- to state whether particular matters have come to my attention.

This report, including my statement, has been prepared for and only for the Charity's Trustees as a body. My work has been undertaken so that I might state to the Charity's Trustees those matters I am required to state to them in an independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the Charity and the Charity's Trustees as a body for my examination work, for this report, or for the statements I have made.

Basis of independent examiner's statement

My examination was carried out in accordance with general directions given by the Charity Commission. An examination includes a review of the accounting records kept by the Charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the Trustees concerning any such matters.

The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

Independent examiner's statement

Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the

examination because I am a member of the Institute of Chartered Accountants in England & Wales, which is one of the listed bodies.

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

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or,
2. the accounts do not accord with those records; or,
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or,
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Andrew Philip Nash ACA

Member of the Institute of Chartered Accountants in England and Wales – 2461833

Dated:

Andy Nash Accounting & Consultancy Ltd
The Maltings
East Tyndall Street
Cardiff, CF24 5EA

Statement of financial activities

Incorporating the Income & Expenditure Account and the Statement of Recognised Gains & Losses
For the year ended 31 March 2019

	Notes	Unrestricted funds Year ended 31 Mar 2019 £	Restricted funds Year ended 31 Mar 2019 £	Total funds Year ended 31 Mar 2019 £	Total funds Year ended 31 Mar 2018 £
Income from:					
Donations and legacies	2	214,115	31,592	245,707	89,909
Charitable activities	3	64,579	419,816	484,395	324,140
Investments		1,041	-	1,041	409
Total income		279,735	451,408	731,143	414,458
Expenditure on:					
Charitable activities					
Psychotherapy services	4	89,602	354,396	443,998	444,791
Total expenditure		89,602	354,396	443,998	444,791
Net income/(expenditure)		190,133	97,012	287,145	(30,333)
Transfer between funds	9	(680)	680	-	-
Net movement in funds		189,453	97,692	287,145	(30,333)
Reconciliation of funds:					
Total funds brought forward	9 & 10	265,528	197,285	462,813	493,146
Total funds carried forward	9 & 10	454,981	294,977	749,958	462,813

The notes on pages 14 to 24 form part of the financial statements.

Balance sheet

As at 31 March 2019

	Notes	£	Total funds 31 Mar 2019 £	Total funds 31 Mar 2018 £
Fixed assets:				
Tangible assets	6		309,078	309,723
Current assets:				
Debtors & prepayments	7	128,538		54,790
Cash at bank and in hand		389,397		244,829
			517,935	299,619
Liabilities:				
Creditors: amounts falling due within one year	8	(77,055)		(146,529)
Net current assets/(liabilities)			440,880	153,090
Net assets/(liabilities)			749,958	462,813
The funds of the charity:				
Restricted funds	9 & 10		294,977	197,285
Unrestricted funds				
General funds	9 & 10	108,953		78,270
Designated funds	9 & 10	346,028		187,258
Unrestricted funds			454,981	265,528
Total charity funds			749,958	462,813

The notes on pages 14 to 24 form part of the financial statements.

The financial statements have been prepared in accordance with section 415A of the Companies Act 2006 relating to small companies and FRS 102 Section 1A.

The charitable company is entitled to exemption from audit under section 477 of the Companies Act 2006 for the year ended 31 March 2019, and the members have not required the charitable company to obtain an audit of its financial statements for the year ended 31 March 2019 under section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of the accounts.

They were approved and authorised for issue by the Board of Trustees on 12 December 2019 and signed on their behalf by:

Dr Irene Weinreb

Chair

Statement of cash flows

For the year ended 31 March 2019

	Total Funds Year ended 31 Mar 2019 £	<i>Total Funds Year ended 31 Mar 2018 £</i>
Cash flows from operating activities:		
Net income/(expenditure) for period (as per SOFA)	287,145	(30,333)
Adjustments for:		
Depreciation charges	1,965	2,005
(Increase)/decrease in accounts receivables	(85,096)	28,761
(Increase)/decrease in accrued grant aid	11,750	(11,750)
(Increase)/decrease in prepayments	(320)	(296)
(Increase)/decrease in other debtors	(82)	-
Increase/(decrease) in accounts payables	10,776	15,678
Increase/(decrease) in accruals	(8,392)	(7,820)
Increase/(decrease) in deferred income	(73,142)	54,434
Increase/(decrease) in HMRC payable	660	(9,053)
Increase/(decrease) in pension payable	624	769
	(141,257)	72,728
Net cash used in operating activities	145,888	42,395
Cash flows from investing activities:		
Purchase of fixed assets	(1,320)	(2,115)
Disposals of fixed asset investments	-	6,875
Net cash used in investing activities	(1,320)	4,760
Net cash used in financing activities	-	-
Change in cash and cash equivalents in period	144,568	47,155
Cash and cash equivalents at the beginning of the period	244,829	197,674
Cash and cash equivalents at the end of the period	389,397	244,829

The notes on pages 14 to 24 form part of the financial statements.

Notes to the financial statements

1. Accounting policies

Basis of preparation of the financial statements

The financial statements have been prepared in accordance with 'Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015)', the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The effect of any event relating to the period ended 31 March 2019, which occurred before the date of approval of the financial statements by the Board of Trustees, has been included in the financial statements to the extent required to show a true and fair view of the state of affairs at 31 March 2019 and the results for the year ended on that date.

The functional currency of the Charity is sterling and amounts in the financial statements are rounded to the nearest pound.

Going concern

The financial statements have been prepared on the going concern basis as the Board of Trustees is confident that future reserves and future income is more than sufficient to meet current commitments. There are no material uncertainties that impact this assessment.

Legal status

Open Door, Young People's Consultation Service is a charitable company registered in England & Wales and meets the definition of a public benefit entity. In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £1 per member. The registered address is 12 Middle Lane, Crouch End, London, N8 8PL.

Fund Accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

Restricted funds are funds that are to be used in accordance with specific restrictions imposed by donors or that have been raised by the Charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in note 9 of the financial statements.

Income

Income is recognised when the Charity has entitlement to the funds, any performance indicators attached to the item(s) of

income have been met, it is probable that the income will be received and the amount can be measured reliably.

Donations are recognised in full in the Statement of Financial Activities when entitled, receipt is probable and when the amount can be quantified with reasonable accuracy. Gift aid receivable is included when claimable.

Grant income is credited to the Statement of Financial Activities when received or receivable whichever is earlier, unless the grant relates to a future period, in which case it is deferred.

Income from charitable activities, including contract income and client fees, is credited to the Statement of Financial Activities when received or receivable whichever is earlier, unless it relates to a specific future period or event, in which case it is deferred.

Expenditure and irrecoverable VAT

All expenditure is accounted for on an accruals basis and has been included under expense categories that aggregate all costs for allocation to activities.

Indirect costs, including governance costs, which cannot be directly attributed to activities, are allocated proportionate to total direct costs allocated to each project area, as outlined in note 4 of the financial statements.

Irrecoverable VAT is charged against the category of expenditure for which it was incurred.

Tangible fixed assets and depreciation

All assets costing more than £500 are capitalised.

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their residual value, over their useful life, on the following basis:

Computers & fittings	4 years
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Freehold property is not depreciated.

Cash at bank and in hand

Cash at bank and in hand includes cash in hand, deposits with banks and funds that are readily convertible into cash at, or close to, their carrying values but are not held for investment purposes.

Debtors and prepayments

Trade and other debtors are recognised at the settlement amount after any trade discount is applied. Prepayments are valued at the amount prepaid net of any trade discounts due.

Creditors and accruals

Creditors are recognised where the Charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party, and the amount due to settle the obligation can be measured or estimated reliably.

Critical estimates and judgements

In preparing financial statements it is necessary to make certain judgements, estimates and assumptions that affect the amounts recognised in the financial statements. The annual depreciation charge for tangible fixed assets is sensitive to changes in useful economic lives and residual values of assets. In the view of the Trustees in applying the accounting policies adopted, no

judgements were required that have a significant effect on the amounts recognised in the financial statements nor do any estimates or assumptions made carry a significant risk of material adjustment in the next financial year.

Financial instruments

Basic financial instruments are measured at amortised cost other than investments which are measured at fair value.

Pensions

The Charity operates a defined contribution pension scheme which is administered by an external independent pension provider. Contributions are recognised in the Statement of Financial Activities as they fall due.

2. Income from donations and legacies

	Unrestricted funds Year ended 31 Mar 2019 £	Restricted funds Year ended 31 Mar 2019 £	Total funds Year ended 31 Mar 2019 £
Grants			
BBC Children in Need	-	6,867	6,867
City Bridge Trust	-	11,725	11,725
Euromonitor International	-	10,000	10,000
London Community Foundation	-	3,000	3,000
Grants	-	31,592	31,592
Donations	202,115	-	202,115
Donations in kind	12,000	-	12,000
	214,115	31,592	245,707

Donations in kind relates to £12,000 of freelance time provided for the continuation of the parent support work.

	<i>Unrestricted funds Year ended 31 Mar 2018 £</i>	<i>Restricted funds Year ended 31 Mar 2018 £</i>	<i>Total funds Year ended 31 Mar 2018 £</i>
Grants			
BBC Children in Need	-	14,400	14,400
City Bridge Trust	-	38,500	38,500
Comic Relief	-	17,010	17,010
Euromonitor International	-	5,833	5,833
Grants	-	75,743	75,743
Donations	14,166	-	14,166
	14,166	75,743	89,909

3. Income from charitable activities

	Unrestricted funds	Restricted funds	Total funds
	Year ended 31 Mar 2019	Year ended 31 Mar 2019	Year ended 31 Mar 2019
	£	£	£
Grants and contracts with statutory bodies			
Health Education England	-	59,229	59,229
NHS Haringey CCG/Haringey Council	-	360,587	360,587
Grants and contracts with statutory bodies	-	419,816	419,816
Grants and contracts with non-statutory bodies	42,135	-	42,135
Charges and fees	22,213	-	22,213
Client contributions	231	-	231
	64,579	419,816	484,395
	<i>Unrestricted funds</i>	<i>Restricted funds</i>	<i>Total funds</i>
	<i>Year ended</i>	<i>Year ended</i>	<i>Year ended</i>
	<i>31 Mar 2018</i>	<i>31 Mar 2018</i>	<i>31 Mar 2018</i>
	£	£	£
Grants and contracts with statutory bodies			
Health Education England	-	14,151	14,151
NHS Haringey CCG/Haringey Council	-	268,492	268,492
Grants and contracts with statutory bodies	-	282,643	282,643
Grants and contracts with non-statutory bodies	24,007	-	24,007
Charges and fees	15,782	-	15,782
Client contributions	1,708	-	1,708
	41,497	282,643	324,140

4. Total expenditure

	Unrestricted funds Year ended 31 Mar 2019 £	Restricted funds Year ended 31 Mar 2019 £	Total funds Year ended 31 Mar 2019 £
Salaries	69,907	276,497	346,404
Freelancers and other direct service costs	8,452	33,430	41,882
Other staff costs	1,064	4,208	5,272
Premises costs	4,039	15,973	20,012
Administrative costs	2,455	9,711	12,166
IT and other professional services	2,112	8,355	10,467
Governance costs	1,573	6,222	7,795
	89,602	354,396	443,998

	<i>Unrestricted funds Year ended 31 Mar 2018 £</i>	<i>Restricted funds Year ended 31 Mar 2018 £</i>	<i>Total funds Year ended 31 Mar 2018 £</i>
Salaries	8,388	334,284	342,672
Freelancers and other direct service costs	8,894	42,714	51,608
Other staff costs	3,646	975	4,621
Premises costs	10,256	4,395	14,651
Administrative costs	8,406	4,290	12,696
IT and other professional services	3,220	8,211	11,431
Governance costs	5,612	1,500	7,112
	48,422	396,369	444,791

An analysis of staff costs can be found in note 5.

Governance costs comprise of the following expenses:

	Total funds Year ended 31 Mar 2019 £	Total funds Year ended 31 Mar 2018 £
Insurance	3,155	3,171
Independent examination	2,016	1,200
Depreciation	1,965	2,005
Trustee meeting expenses	286	-
Other	373	736
	7,795	7,112

5. Staff costs

	Total funds Year ended 31 Mar 2019 £	Total funds Year ended 31 Mar 2018 £
Gross salaries	320,595	301,491
Employer's NIC	22,004	20,604
Employer's pension	3,805	9,177
Redundancy payments	-	11,400
	346,404	342,672

The average weekly full time equivalent was 10.3 FTE (2018: 8.7 FTE).

The average headcount during the period was 18 persons (2018: 19 persons).

One employee received employee benefits of between £60,000 and £69,999 (2018: NIL).

The total employee benefits paid to key management personnel during the year was £64,929 (2018: £67,696).

6. Tangible fixed assets

	Freehold property £	Computers & fittings £	Total £
Cost			
At 1 April 2018	305,457	63,806	369,263
Additions in the year	-	1,320	1,320
At 31 March 2019	305,457	65,126	370,583
Accumulated depreciation			
At 1 April 2018	-	59,540	59,540
Charge for the year	-	1,965	1,965
At 31 March 2019	-	61,505	61,505
Net book value			
At 1 April 2018	305,457	4,266	309,723
At 31 March 2019	305,457	3,621	309,078

7. Debtors and prepayments

	Total funds Year ended 31 Mar 2019 £	Total funds Year ended 31 Mar 2018 £
Accounts receivable	127,840	42,744
Accrued grant income	-	11,750
Prepayments	616	296
Other debtors	82	-
	128,538	54,790

8. Creditors – amounts falling due within one year

	Total funds Year ended 31 Mar 2019 £	<i>Total funds Year ended 31 Mar 2018 £</i>
Accounts payable	26,454	15,678
Accruals	15,079	23,471
Deferred income	25,892	99,034
HMRC payable	8,237	7,577
Pension payable	1,393	769
	<u>77,055</u>	<u>146,529</u>

Deferred revenue consists of:

	Total funds Year ended 31 Mar 2019 £	<i>Total funds Year ended 31 Mar 2018 £</i>
Brought forward at 1 April 2018	99,034	43,600
Released in year	(99,034)	(43,600)
Deferred in year	25,892	99,034
Carried forward at 31 March 2019	<u>25,892</u>	<u>99,034</u>

9. Analysis of charity funds

	Balance brought forward Year ended 31 Mar 2019 £	Income for the period Year ended 31 Mar 2019 £	Expenditure in the period Year ended 31 Mar 2019 £	Transfers between funds Year ended 31 Mar 2019 £	Balance carried forward Year ended 31 Mar 2019 £
Unrestricted funds					
Designated funds					
Capital - equipment	4,266	-	(1,965)	1,319	3,620
Capital - buildings	140,242	-	-	-	140,242
YPS	28,500	-	(28,500)	-	-
Property maintenance reserve	14,250	-	-	3,000	17,250
Development of the service	-	-	-	156,413	156,413
Parent support service continuation	-	-	(13,497)	42,000	28,503
Designated funds	187,258	-	(43,962)	202,732	346,028
General fund	78,270	279,735	(45,640)	(203,412)	108,953
Unrestricted funds	265,528	279,735	(89,602)	(680)	454,981
Restricted funds					
Capital - buildings	165,215	-	-	-	165,215
Parent peer support	10,320	-	-	680	11,000
Young People - core services	-	173,467	(160,954)	-	12,513
Improving Access for Young People with Disabilities 2	-	6,867	(6,867)	-	-
Triple Track Treatment Project 2	10,000	-	-	-	10,000
Open Door Tottenham	-	10,000	(10,000)	-	-
Tottenham 2 (City Bridge Trust)	11,750	11,725	(23,475)	-	-
Recruit to Train (HEE)	-	59,229	(56,845)	-	2,384
Waiting Time initiative/pilots	-	160,500	(76,888)	-	83,612
Trailblazers	-	26,620	(16,367)	-	10,253
Youth Violence	-	3,000	(3,000)	-	-
Restricted funds	197,285	451,408	(354,396)	680	294,977
Total funds	462,813	731,143	(443,998)	-	749,958

Capital – equipment and buildings

To assist in calculation of the available reserves, and due to the large balance of assets on the balance sheet, the Trustees have set aside the net book value of the fixed assets within a designated fund.

There is also a restricted fund balance for the buildings as a result of funding received to significant building improvements including an extension in prior periods.

YPS

In previous years the Trustees set aside £28,500 to assist with the YPS in future years – this was transferred back to general funds in the current year.

Property maintenance reserve

This reserve was created in 2013/14 with the intention of increasing the amount over the forthcoming years to make sure the Charity has sufficient reserves for internal and external redecoration in the

short term, and replacement of roof, windows, central heating and other significant repairs in the long term. A further £3,000 was transferred from the general reserve during the year to 31 March 2019.

Development of the service

A very generous donation of £198,000 was awarded to Open Door in May 2018. The donor, who wishes to remain anonymous, stipulated that the money be spent within a maximum time frame of 3-5 years and that it be used to directly benefit the young people, parents and carers who access Open Door. The Trustees have prudently set this aside as a designated fund for development of the service over the next few years, although £42,000 of this was transferred to support the parent support service over the 18 months from September 2018.

Parent support service continuation

As noted above, £42,000 of the large donation was transferred to support the continuation of the parent support service over the 18 months from September 2018.

Parent peer support

This is funding received from three smaller grants to help establish parent peer support as part of the wider work with parents.

Young People – core services

This is funding for our service for Haringey residents aged 18 and under, and is provided under a contract with NHS Haringey CCG. This also includes funding for our core over-18 service for Haringey young adults with significant needs and is joint funded by Haringey Council (Adult and Community Services). This grant also includes a contribution to the development of Open Door Tottenham.

Improving Access for Young People with Disabilities

This is a multi year project funded by BBC Children in Need that has now ended to improve access for young people with disabilities.

Triple Track Treatment Project

This is a multi-year project funded by comic Relief that has now ended working with depressed 16-24 year olds at risk of social exclusion.

Open Door Tottenham

This is funding received from Euromonitor to support development of the service in Tottenham.

Tottenham 2/Open Door Tottenham

This is funding from City Bridge Trust to develop the clinical service for young people aged 12 – 24 in Tottenham.

Recruit to Train

This is funding to support two Health Education England (HEE) CYP-IAPT training posts in CBT and Family Therapy lasting two years from Jan 2018 to Dec 2019.

Waiting Time initiatives

This is funding received from Haringey NHS CCG to reduce waiting times.

Trailblazers

This is funding from NHS Haringey CCG for three years from January 2019 to June 2021 as part of a national pilot to reduce waiting times in children and young people's mental health services.

Youth Violence

This is a small 2-year grant from the Evening Standard Dispossessed Fund Saving London Lives to pilot a therapy project for young people and families affected by serious youth violence. We aim to work with 34 young people each year and their parents/carers as appropriate.

	<i>Balance brought forward Year ended 31 Mar 2018 £</i>	<i>Income for the period Year ended 31 Mar 2018 £</i>	<i>Expenditure in the period Year ended 31 Mar 2018 £</i>	<i>Transfers between funds Year ended 31 Mar 2018 £</i>	<i>Balance carried forward Year ended 31 Mar 2018 £</i>
Unrestricted funds					
Designated funds					
Capital - equipment	4,156	-	(2,005)	2,115	4,266
Capital - buildings	140,242	-	-	-	140,242
YPS	28,500	-	-	-	28,500
Property maintenance reserve	11,250	-	-	3,000	14,250
Investments	6,874	-	(232)	(6,642)	-
Designated funds	191,022	-	(2,237)	(1,527)	187,258
General fund	54,689	56,272	(46,185)	13,494	78,270
Unrestricted funds	245,711	56,272	(48,422)	11,967	265,528
Restricted funds					
Capital - buildings	165,215	-	-	-	165,215
Parent service - Phase 2 extended	5,000	-	-	(5,000)	-
Parent service - Phase 3	10,920	-	(600)	-	10,320
Young People - core services	-	173,467	(229,413)	55,946	-
Improving Access for Young People with Disabilities 2	12,585	14,400	(25,542)	(1,443)	-
Triple Track Treatment Project 2	13,268	17,010	(20,772)	494	10,000
Tottenham 2 (City Bridge Trust)	17,781	44,333	(53,575)	3,211	11,750
Transformation - Pilots	1,500	4,100	(1,167)	(4,433)	-
Transformation - staff training (IPT-A)	8,784	-	(9,088)	304	-
Transformation - Open Door infrastructure	12,382	8,900	(13,501)	(7,781)	-
Recruit to Train (HEE)	-	14,151	(17,886)	3,735	-
Deep Black Project	-	24,825	(24,825)	-	-
Waiting Time initiative/pilots	-	57,000	-	(57,000)	-
Restricted funds	247,435	358,186	(396,369)	(11,967)	197,285
Total funds	493,146	414,458	(444,791)	-	462,813

10. Analysis of net assets

	Unrestricted funds	Restricted funds	Total funds
	Year ended 31 Mar 2019	Year ended 31 Mar 2019	Year ended 31 Mar 2019
	£	£	£
Fixed assets	143,863	165,215	309,078
Current assets	459,973	57,962	517,935
Current liabilities	(51,163)	(25,892)	(77,055)
	<u>552,673</u>	<u>197,285</u>	<u>749,958</u>

	<i>Unrestricted funds</i>	<i>Restricted funds</i>	<i>Total funds</i>
	<i>Year ended 31 Mar 2018</i>	<i>Year ended 31 Mar 2018</i>	<i>Year ended 31 Mar 2018</i>
	£	£	£
Fixed assets	<i>144,508</i>	<i>165,215</i>	<i>309,723</i>
Current assets	<i>168,515</i>	<i>131,104</i>	<i>299,619</i>
Current liabilities	<i>(47,495)</i>	<i>(99,034)</i>	<i>(146,529)</i>
	<i><u>265,528</u></i>	<i><u>197,285</u></i>	<i><u>462,813</u></i>

11. Trustee remuneration

During the year, no trustee received any remuneration (2018: £Nil). No members of the Board of Trustees received reimbursement of expenses (2018: £Nil).

12. Related party transactions

During the year there were no related party transactions (2019: £Nil)