

# OFF THE RECORD



## OFF THE RECORD ANNUAL REVIEW 2015/16



## INTRODUCTION

Off The Record continues to support young people in Croydon. This is our 22nd year. Since 2013 we have also been working in Sutton and this year opened our new premises in Croydon Rd Sutton. Our new Sutton premises house our counselling service and our on line support services for young people.

These are exciting and dynamic times for OTR. We have a passionate, committed and skilful staff team who are working with young people across our various services.

Adolescence can be a time of creativity, inspiration and forming an identity. In many ways that's what is happening at OTR as we use these qualities to help and support hard to reach and vulnerable young people.

This year we painted our front door at Queens Road in Thornton Heath bright yellow, the door can be a sign of optimism, boldness and colour in what for many young people are bleak, grey and difficult times. It often takes real courage for young people to contact us and step through the "yellow door" or any of our other doors.

When young people come through one of our doors we always work with respect, kindness, insight and sometimes humour.

Through 2015/16 the charity continued to deliver its established core activities and services - Counselling services (in both Croydon and Sutton boroughs), Outreach Services (including Black Minority Ethnic (BME) Community Development service and Group Workshops), our Compass Refugee Project and the Young Carer's Project.

The following reports have been written by the service leads for each of our different areas of work. We have woven throughout this report the voices of some of the young people who have used our services in 2015/16.

In this report we would like to describe and celebrate all the work that is being delivered as well as thank all our funders, supporters and above all the young people who use our services.

"THE PEOPLE AT OFF THE RECORD  
LISTEN TO YOUR PROBLEMS  
AND ARE REALLY HELPFUL."

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## FUTURE PLANS

Despite the challenging economic climate “Off the Record” has had another successful year. The majority of our existing funders have continued to invest in the agency and we have undertaken additional fundraising such as through being nominated as ‘Charity of the Year’ by a local branch of Sainsbury’s. We have also been able to attract substantial new funding through the CAMHS Transformation Plans to expand our counselling services in both Croydon and Sutton including re-introducing online counselling for young people across both boroughs from May 2016.

Our online developments place us at the forefront of service development and substantial interest has been shown in our new online platform including demonstrations to the Cabinet Office and at a conference at the Royal College of Psychiatrists. Additionally during 2015/16 Off the Record, in partnership with our national organisation Youth Access, have been leading on a national project to support 15 other youth counselling services across the UK to enhance their online offer to young people.

The direction of the charity’s work continues to be informed by Off the Record’s Operational Plan for 2015-17 that incorporates five themes: to ensure safety, quality and effectiveness; to increase service choice and relevance; to make services fast and accessible; to strengthen agency integration and development and to ensure sustainability for the agency and our services.

Maintaining the quality of our work is a key priority and we have just been informed that a recommendation to the Charity Evaluation Services has been made that OTR be awarded the PASSO quality mark at Level One. At the same time, we are also working towards BACP accreditation for our counselling services which we also hope to achieve by the end of March 2016. All our services are already registered on the Youth Wellbeing Directory against the ACE-V standards.

In 2015 Off the Record celebrated 21 years of delivering services to young people in Croydon. Much has been achieved during that time but the on-going need for our work supporting young people in tough times is remains. In October 2015, we hosted a conference on the challenges facing young carers in Croydon attended by over 50 local professionals. This raised awareness of young carers’ needs but also highlighted OTR’s work in this area. We also recognise that the current social and economic climate impacts disproportionately on young people and we are committed to maximising access to our services for those facing challenges in their lives.

"IT WAS A SAFE ENVIRONMENT  
WHERE I FELT COMFORTABLE  
TO TALK AND OPEN UP ABOUT  
MY THOUGHTS AND FEELINGS AND  
WAS SUPPORTED IN DOING SO."

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Croydon Counselling

# COUNSELLING SERVICES

## CROYDON COUNSELLING SERVICE

### Objectives and Activities

The Croydon Counselling Service is a free and confidential clinical counselling service for young people aged 14-25 who either live, study or work in the borough of Croydon. We want to support young people's mental health and well-being. We believe that young people have a wealth of strengths, abilities and talents within them. We want to support them in realising and using these resources to meet life's challenges.

The counselling service offers around 100 clinical hours per week through a team of paid and volunteer clinical staff. Clinicians on training placement are professionally supervised and supported.

"The people truly wanted to help people here"

### Achievements and Performance

The last year has seen a lot of positive change in the counselling service in Croydon. We have seen three of our long term staff gain qualifications in Improved Access to Psychological Therapies (IAPT) compliant evidence based therapies. One member of staff gained a qualification in Interpersonal therapies for Adolescents (IPTA), which has been proven to be effective in treatment of depression, and two other members of staff gained qualifications in Cognitive Behaviour Therapy (CBT), which is a proven effective intervention in treating anxiety. We can therefore now offer these specific interventions to some clients.

We are also in the early stages of implementing our 'New Model' of interventions, aiming through this to greatly reduce or eliminate waiting times for our users. This new way of working enables experienced staff to see clients for a longer assessment including an immediate intervention. This includes psycho education, information and specific signposting to resources available within or outside the agency which can support the client in dealing with issues brought. The member of staff will also stay in contact with all the clients they have assessed until the client feels that they have got the help they needed. Amongst Off the Record's offers are the new SkyLine online counselling project; SkyCast webinars with self-help suggestions and information; and small CBT groups teaching techniques and self-help mainly to clients experiencing difficulties related to anxiety.

The new model includes using some extra outcome measures, of which most are part of the CYP IAPT and adult IAPT measures. These additional and more detailed measures help staff to quickly assess the level and length of intervention needed, as making such decisions at an early stage is central to the new model. Key members of staff have worked hard on getting the suite of paperwork needed for this new way of working, and this is now complete.

Due to funding from the CAMHS Transformation Fund, we have been able to extend existing staff hours and employ two new part-time counsellors to help implement this new way of working. In addition to our new and established staff there is also a dedicated and able group of volunteer counsellors making sure the service delivers a friendly, professional and accessible service to young people in Croydon.

There continues to be a high demand on our service. In the year 2015-16, 4306 assessments and ongoing sessions were offered to 576 young people. The number of sessions offered increased on the previous year by around 30%, the number of young people contacting Off the Record's Croydon counselling service increased by around 25% on the year 2014-15. On average 15 new young people contact us to book first appointments each week.

Our statistics show that in addition to the 46% of young White British service users there is representation from all of Croydon's diverse communities in our client population including 11.5% of clients being young people from Black Caribbean backgrounds and 8.1% from Mixed White and Black Caribbean backgrounds. We also see a slightly higher proportion at the younger end of the Off the Record's age group (14-25), in that 50.2% of clients are aged 14-18.

"I got positive feedback which helped and I did use it when I felt very anxious"

"LOTS OF OPPORTUNITIES  
TO CONTRIBUTE AND I  
CONTRIBUTED A LITTLE EVEN  
THOUGH I WAS SCARED TO."

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SkyLine Online Services



# SKYLINE ONLINE SERVICES

## Objectives and Activities

Since April 2015, SkyCasts have been providing young people with online support through a series of psycho-educational workshops.

Funded by The Progress Foundation, the initial objectives were to develop an interactive online platform which 'hosts' the SkyCast sessions. The website is user-friendly, so that young people can easily register and quickly access a menu, detailing a range of regular SkyCast sessions. These sessions address key issues that young people are struggling with, such as depression, anxiety, self-harm, peer pressure, drug and alcohol use and bullying.

"I loved the fact that you can have a chat with different people in the group chat about the topic and see how different people cope"

## Achievements and Performance

Following a successful recruitment process, we now have a team of facilitators; 3 practitioners and 5 volunteer young people who act as peer facilitators.

We are now delivering weekly sessions providing young people with practical help and information about each issue, as well as bringing young people together to offer peer support. In this way, SkyCasts harnesses the benefits of working in an online environment, enabling young people to discuss their shared experience in a way that feels safe, convenient, accessible and user-friendly.

Between April 2015 and March 2016, we've delivered 40 SkyCasts sessions on 14 current issues that young people struggle with. We've seen 139 people register for the service; 23% of these are from BME backgrounds and 10% are LGBTQ, both groups of young people who are seen as 'hard to reach'. Of those young people who have given us feedback, 44% report an increase in their understanding of the issue and 47% report an increase in knowledge of where they can go for more help with it.

"The best thing about SkyCasts is talking to other people with the same issue as me and hearing what they experience and their opinion on it."

From the outset young people have played a central role in the development of the SkyCast service and have contributed to sessions as peer facilitators, advised on future content and provided feedback to an external evaluator who will be measuring the impact of the SkyCast service at the end of 2016.

The SkyCasts team have taken up further opportunities such as co-facilitating a session on a topic they're passionate about, editing and uploading our sessions to social media and taking on the role of Innovations and Development Volunteer. All of our peer facilitators were given the opportunity to work towards a recognised ASDAN qualification for their contribution to the services; and have all recently passed with flying colours!

One of the biggest challenges that SkyCasts has faced is raising awareness of the service which would result in more young people attending the sessions. To overcome this, we've been working hard to get out into the community, attending awareness events, going in to schools to meet young people and setting up meetings with professionals who can help raise awareness.

Going forward, we're in the process of our second round of SkyCasts recruitment which will further expand the team and allow more flexibility in when we can deliver sessions. We also have a new promo-video lined up to help us promote the service, and a number of new sessions being produced. From May 2016, SkyCasts has become part of the broader SkyLine Support Service – a new purpose-built secure integrated site offering both SkyCast groups and SkyLine individual online counselling. The Sky is truly the limit!

"MY COUNSELLOR HELPED ME  
REFLECT ON EVERYTHING IN  
MY LIFE AND SEE THINGS  
IN A MORE POSITIVE WAY."

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Sutton Counselling

# JUMPSTART SUTTON COUNSELLING SERVICE

## Objectives and Activities

Jump Start has been providing free, confidential one-to-one counselling support to young people aged 11-21 in Sutton since May 2013. Our aim is to assist in alleviating distress, promote emotional and mental wellbeing, and provide support in helping young people to better manage the difficulties in their lives. The service operates from Riverside Community Centre in Carshalton and the support of the centre has been key to the development of the service.

## Achievements and Performance

This year saw major expansion for the service after a successful partnership bid to provide Sutton's Tier 2 Child and Adolescent Mental Health Services, for young people up to the age of 18. The new partnership, called 'Sutton Alliance' is formed of South West London and St George's Mental Health Trust, Off the Record (Jump Start), and Jigsaw4U. This new funding has enabled us to increase our capacity and allowed us to offer more sessions over four days a week. All referrals to Sutton Alliance and Jump Start now go via the Single Point of Access, based within Sutton CAMHS.

Anxiety was the biggest presenting issue for young people accessing Jump Start this year, followed by family issues, school issues (although when combined with bullying this becomes the biggest issue), depression and self-esteem issues.

Through the year 177 young people received ongoing counselling and we offered 1152 counselling sessions.

We had good rates of engagement with 84% of young people reaching a planned ending. Our routine outcome measures indicated that 71.2% of young people showed an overall improvement, with an average of 27.5% improvement in the measured dimensions of problems, well-being, functioning and risk at the end of counselling.

"The counselling has helped me so much and it did me a lot of good to open up and talk about it. I am so thankful for all of your help and probably wouldn't be as strong and happy as I am now without it."

"My counsellor was supportive and fun and helped me through a difficult time at home and school... My confidence and how I see myself has changed and improved for the better. I feel more comfortable with myself and who I am."

In 2015 we began offering new support to parents/carers of young people who are struggling with self-harm. This takes the form of a two part-workshop. As well as offering a supportive space for parents/carers, the main aims are to: understand what self-harm is; explore the reasons why people self-harm; discuss some common myths and misconceptions about self-harm; and look at coping strategies and ways to support.

"Peace of mind that my child is not alone, and I feel more educated about why this happens."

"Found it extremely useful. Felt relaxed and more informed to deal with our daughter with a better understanding of how she feels."

Through local CAMHS Transformation Funds, Jump Start is expanding again in 2016. Firstly, we have been able to re-open to self-referrals for counselling for 14-25 year olds in the borough. This will provide open access to young people who may be unwilling or unable to access the service through professional referral.

Secondly, from May 2016, Jump Start will be co-ordinating a new central Sutton weekly multi-agency drop in session for young people. 'Open Space', will offer young people somewhere safe to talk about anything that is concerning them alongside access to sexual health and contraception services, health advice, School Pastors, young carers support, careers and apprenticeship advice and regular workshops.

"I LIKED HOW INTERACTIVE THE  
TRAINING WAS AND HOW THERE  
WAS A LOT OF ROOM FOR DISCUSSION"

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BME Community Development Workers

# OUTREACH SERVICES

## COMMUNITY DEVELOPMENT WORKERS (CDW)

### Objectives and Activities

The Black and Minority Ethnic Community Development Service aims to improve the mental health experiences and outcomes for people from Croydon's BME communities. The CDW service is delivered through a partnership between Off the Record and Croydon BME Forum with the four CDWs working on an outreach basis acting as a bridge between statutory mental health services and local BME communities. Our work involves raising awareness of mental health issues and challenging stigma within BME communities alongside working with statutory mental health services to address barriers to access and positive outcomes.

### Achievements and Performance

As a response to one of the recommendations from the inaugural 2013 "Mind the Gap" report, we have delivered cultural competency training to 15 staff from South London and Maudsley NHS Trust. This initial pilot consisted of 2 half-day sessions and attracted professionals from different teams across SLaM. We now hope to roll this training out across SLaM throughout 2016/2017.

This year, one of our CDWs launched an innovative new community engagement photography project "Mind My Hair, Hear My Mind". This involves visits to local barber shops, talking to BME men about mental health and signposting them to services when necessary. We intend to create a future exhibition of the photographs.

We have also contributed to the multi-agency "With One Voice" training programme to 30 members from Croydon Islamic Community Trust. The programme aims to enable faith groups, mental health, substance misuse and sexual health services to draw upon multi-agency best practice to meet the needs of BME service users.

We facilitated focus groups with 17 young BME people exploring topics including employment, education, housing, the rise in sexual offences and the criminal justice system. Discussions highlighted the need for more therapeutic intervention for BME young people experiencing crisis as those with complex needs are currently not being offered adequate or appropriate services. The focus groups also highlighted the increase in attempted suicides particularly amongst young black men and refugees and asylum seekers.

We continued to deliver our established 'Lighten up Your Life', 'Mind Body & Soul' & 'Best start' mental health and resilience workshops. The workshops are designed for BME young parents and/or BME parents of children and young people with complex mental health and wellbeing issues. A total of 11 workshops were delivered to 53 participants. Feedback included:

'Thank you for delivering this course so brilliantly, it has changed my life and has empowered me greatly'

This year, we have also run a mental health and wellbeing drop in for BME young people and their families offering a non-judgemental and confidential listening ear, information and sign posting to BME young people and their families. The CDW's supported several young people providing information on mental health illness, coping strategies and access to local services. These service users have expressed an increase in confidence and motivation and are now working with professionals from adult mental health services.

The CDW work spans both strategic meetings and direct service delivery to BME communities. The next year will see a continued focus on partnership work through facilitating BME health events alongside group and individual work with BME young people and their families to address their mental health needs. Our individual work particularly focuses on vulnerable families where there is no working adult; where children are not in school; or where family members are involved in crime and anti-social behaviour.

Exciting new developments will see informative themed mental health and wellbeing e-newsletters being distributed across the borough alongside community roadshows. Anticipated themes for the newsletters include relationships, reflections, identity and cultural competency, whilst the roadshows will draw attention to world and national awareness days such as Mental Health Awareness Week, World Mental Health Day, Men's Health Week and Black History Month.



"I FOUND IT TO BE BENEFICIAL.  
YOUR SESSIONS ARE THE FIRST  
TIME I FEEL CBT IS CHANGING  
MY PERCEPTIONS"

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Workshops

# MENTAL HEALTH GROUP WORK (WORKSHOPS)

## Objectives and Activities

The Workshops are open group sessions giving young people the opportunity to discuss and explore topics that are important to their emotional well-being through fun and informal experiential activities.

The Workshops sessions have evolved during the year to adapt to the agency's new service provision model and to better meet the needs identified by young people.

The original criteria was to work with young people aged 11-19 in the North of the borough. However, this has broadened during the year opening the workshops to all young people aged 11-15 from any part of the borough. The format of the workshops also evolved during the year with sessions taking place in three different formats.

- CBT for anxiety workshops offering a set of 6 weekly sessions focused on Cognitive Behavioural techniques to help young people manage their anxiety.
- Outreach workshops sessions run in partnership with different agencies and services and are tailored to suit the specific group's needs.
- Film club offering young people an informal and safe space to watch a film, socialise and discuss themes relevant to their lives.

## Achievements and Performance

We have successfully run 5 sets of 6 CBT for anxiety sessions during the year attended on average by 3-4 young people per session. The sessions offered psychoeducation regarding anxiety and CBT tools and techniques to manage anxiety symptoms. The young people were encouraged make use of the techniques in their everyday lives. 80% of young people that came for the sessions carried on attending the full 6 sessions of the programme and feedback was very positive.

We have delivered 5 Outreach workshops over the year with a total of 41 participants. Topics included Body Image, Self Esteem, Mental Health and Relationships. Workshops have been delivered to the National Autistic Society; Praxis service for young migrants; The Bridge LGBT group; and through an online Skycast session. The Outreach work has been particularly successful in engaging young people who don't usually use Off the Record's services.

A new venture this year was the Film Club that aimed to create an informal safe space where young people could watch a relevant movie and discuss how it related to their lives. 6 film clubs sessions were hosted but with little uptake from young people so at present the club had been suspended and we have decided to focus on the Outreach and CBT provisions instead.

The original funding for the Workshops programme expires in October 2016. However, due to the positive feedback from the CBT workshops and Outreach sessions, we have decided to continue the programme using alternative funds and embedding the work more fully into the new range of services being offered in the Croydon counselling service.

"COMING HERE AND TALKING TO  
YOU IS SO GOOD FOR ME. I CAN JUST  
POUR OUT WHAT I KEEP IN MY CHEST,  
AND I FEEL BETTER."

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Compass

# COMPASS REFUGEE PROJECT

## Objectives and Activities

Compass provides individual counselling and group work to young refugees, asylum seekers or forced migrants in Croydon and training for professionals. Counselling is generally short-term and delivered through a mixture of sessions offered in schools and colleges and at Off the Record's offices as this maximises our accessibility for this vulnerable group of young people.

During 2015/16 Compass offered services within 2 colleges and 2 schools, using interpreters where requested. Additionally we have supported new arrivals, age disputed young people and refused or destitute asylum seekers in specialist provision within Off the Record. We have focused on increasing access to culturally sensitive mental health provision, addressing the significant physical, cultural and psychological barriers for young migrants in accessing support.

## Achievements and Performance

2015/2016 has been particularly difficult for the young refugee and asylum seeker community in Croydon. The refugee crisis and government cuts has had a direct impact on the help and support that Compass clients receive as well as how they are perceived by others in the media and in the community. At Compass we have seen an increase in clients being age assessed as older than their stated age, as well as clients with housing issues and those who are destitute.

A total of 151 clients have engaged in counselling with Compass in the past year. Client ages ranged from 12 to 25 years old with the majority aged between 14 and 18. Clients came from 23 different countries with the majority coming from Afghanistan (34%) and Albania (16%). The majority of clients (59.3%) received weekly counselling sessions for less than 3 months (approximately 12 sessions). We have seen an increase in clients engaging with the service for more than 12 months (9.7%). This is usually related to the lack of access to adult mental health services for refugees and asylum seekers, resulting in Compass continuing to act as the main mental health support provider to clients who have long term mental health conditions.

We have delivered five different psycho-education group sessions in four different settings during this financial year. Each session was tailored and adapted according to the needs of the specific group as identified by teachers and group leaders. The topics covered included Culture differences and Consent; Mental Health

Awareness; Coping Strategies; Mindfulness and building knowledge of places to get help. In total, Compass has engaged with approximately 137 young refugees, asylum seekers and forced migrants in psycho-education group sessions.

Young refugees have a wide range of professionals involved in their lives and these young people often struggle to understand the relative roles and responsibilities of the professionals involved. Confusion is amplified by the fact that many professionals change roles regularly or agencies may not be consistent in the service they provide. Both within individual counselling and group work, Compass staff work to help clarify awareness of available services and different professional roles and feedback suggests clients greatly value this. In the last year, 243 young people were signposted to other services/community organisations including Red Cross, Refugee Council, Refugee Youth Project, Health, Housing and sports organisations.

Compass continues to work in partnership with a number of different agencies both statutory and voluntary. The Compass coordinator now has regular meetings with both CAMHS and the adult Community Mental Health service to discuss clients and

improve refugees and asylum seekers' access to mental health services. Compass has also established itself as an essential member of Croydon Youth Refugee Network and has contributed to bringing statutory services such as CAMHS and the Leaving Care team to the meetings. Finally, Compass continues to attend the Young Roots Youth Refugee club once a month to introduce counselling to newly arrived young migrants.

We have provided information/awareness raising and training to over 120 professionals in the last year. The training sessions were offered to both voluntary and statutory services such as The Challenge Network, Refugee Council, Vulnerable Groups Network Meeting and SENCO meetings. Also, during the last year, the Compass Coordinator has successfully completed the CYP-IAPT CBT training and is working to integrate the CBT approach into Compass's work.

Strong partnership working is essential for Compass in order to support young people to address the complex range of issues in their lives. The majority of young refugees and asylum seekers are, or have been, Looked After Children and over the next year Compass will be working with commissioners and professionals from Croydon LAC services to review the overall care pathway for LAC ensuring mental health support remains a core part of that pathway.

"I ENJOY MAKING NEW FRIENDS  
AND TAKING PART IN TRIPS.  
I ALSO ENJOYED THE  
ONE-TO-ONE SUPPORT."

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Young Carers Project



# YOUNG CARERS' PROJECT

## (including Family Navigator Work)

### Objectives and Activities

The Young Carer's Project (YCP) offers assessment, respite, and educational, emotional, social and family support to children and young people from age 7-25, who are caring for family members as a result of physical or mental illness or disability within the family. The aim of the work is to reduce the effects of harmful caring and enable young carers to build their aspirations and fulfil their potential beyond their caring role.

The Project offers a multi-disciplinary response to young carers and their families and is co-located with other carers' services in the Carers Support Centre in Central Croydon. We receive funding from a number of sources including London Borough of Croydon; Croydon CCG; Children in Need; National Lottery; and, for the first time this year, London and Quadrant Housing Association.

### Achievements and Performance

At the end of March 2016 there are 585 young carers registered with the project. The number of referrals coming through to Project has continued to increase throughout this year with 120 new referrals. As a result, we have further simplified and streamlined our assessment procedures with the aim of reducing the time that young carers have to wait for an initial assessment.

Our extensive respite program is a key component of the work of the project. Trips and activities take place throughout school holidays and boys and girls groups take place monthly but not during school holidays. There have been 59 trips and activities and 565 respite opportunities attended by 241 different young carers during the year. 15 young carers also attended Crystal Palace FC home matches through our

association with the Freekick Foundation. 2 residential respite breaks took place in the summer and October half term holidays. Residential breaks are targeted at young carers with the highest caring roles, and provide a complete break from their caring roles and opportunities to build confidence and make new friends. 22 young carers took part over the 2 three-day residential.

In September we held our 2nd annual family fun day largely funded through donations. This was held at the Royal Russell School and we were supported by young people from the Challenge Network and the Soroptimists Group. The event was delivered in partnership with Parents In Partnership and was attended by over 250 people.

The project provides a number of different ways to engage young carers and their family members including one-to-one work with young carers and family support. Working one-to-one with young carers enables us to provide more intensive support for those with the highest and most complex needs and to support young carers to reach their potential. Our Family Support Worker and Family Navigator have worked closely with parents and other family members. This includes using Early Help processes to create a support plan through TAC/TAF (Team Around The Child/Family) meetings as well as attending and representing young carers through Child In Need and Child Protection cases. YCP have pathways and protocols in place to escalate and deescalate cases from Early Help to MASH team, where necessary and often liaising with FRS through local processes.

The Project has an Art Therapist working with primary age children and we have also set up music and drama therapy support with Nordoff Robbins and Tangledfeet, respectively. There have been a total of 147 attendances at 36 Music and drama therapy groups during the year. We also have a dedicated Education Support Worker who runs a weekly homework club and provides individual support to young carers in schools. In the year there were 209 attendances at homework club.

We continue to work to raise awareness of young carers in the borough including running information sessions at all 3 of Croydon's FE colleges and delivering a number of training sessions to voluntary and statutory organisations as well as children's and adults' services. In October 2015, as a result of the Integrated Interventions partnership work between the Young Carers Project, Croydon Council and the Carers Trust, we organised a borough-wide Young Carers Conference that was attended by 65 professionals from both statutory and voluntary services. The day consisted of guest speakers and workshops and had four key themes, identifying Hidden Young Carers, Partnership Working, Whole family Approach and Safeguarding young carers from inappropriate/harmful caring roles.

The continued increase in referrals to the project has challenged us to streamline our assessment processes to meet the demand whilst ensuring that we continue to deliver high quality, holistic care plans based on a thorough assessment of needs. In 2016/17 we will also be piloting dedicated support for young adult carers aged 18-25, supporting them to reach their aspirations as they negotiate the complex transition to independence and/or to adult services.

## **FINANCIAL REVIEW**

During the year Off the Record received income totalling £1,017,718 (2015: £729,139). Resources expended totalled £906,319 (2015: £780,980). The net movement in funds for the year is a surplus of £111,339 (2015: deficit of £51,841). This resulted in total funds at 31 March 2016 of £397,380 (2015: £285,981).

Our principal funding sources are:

Croydon CCG; Sutton CCG; London Borough of Croydon; London Borough of Sutton; NHS England (IAPT Training); Dept. for Education (through a partnership with Youth Access); Comic Relief; Progress Foundation; Lloyds Foundation; BBC Children in Need; BIG Lottery; London & Quadrant Housing Trust.

Our full accounts are available on our website, or can be found on [www.gov.uk/government/organisations/charity-commission](http://www.gov.uk/government/organisations/charity-commission)

## **STATEMENT OF THE MANAGEMENT COMMITTEES RESPONSIBILITIES**

Charity law requires the Management Committee to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the surplus or deficit of the charity for that period. In preparing those financial statements the Management Committee are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to assume that the charity will continue in business.

The Management Committee are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud or other irregularities.

## **STATEMENT AS TO DISCLOSURE OF INFORMATION TO AUDITORS**

So far as the Management Committee are aware, there is no relevant audit information of which the charitable company's auditors are unaware, and each trustee has taken all the steps that he or she ought to have taken as a trustee in order to make himself or herself aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

Approved by the Management Committee 24/09/2016

"SHE UNDERSTOOD EXACTLY HOW  
I WAS FEELING AND REALLY  
DID HER BEST TO HELP"

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Sutton Counselling

"THEY LISTENED TO ME WELL AND  
UNDERSTOOD MY PROBLEMS BEFORE  
HELPING ME TO OVERCOME IT."

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Croydon Counselling







020 8251 0251 (Croydon)  
020 8680 8899 (Sutton)  
020 8649 9339 (Young Carers Project)

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