COMPANY REGISTRATION NUMBER: 03157152
CHARITY REGISTRATION NUMBER: 1053008

Bedfordshire Open Door

Company Limited by Guarantee

Unaudited Financial Statements

31 March 2025

EXCEL ACCOUNTANTS (BEDS) LTD
Chartered accountants
Excel House
3 Duke Street
Bedford
MK40 3HR

Bedfordshire Open Door

Company Limited by Guarantee

Financial Statements

Year ended 31 March 2025

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Bedfordshire Open Door

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report)

Year ended 31 March 2025

The trustees, who are also the directors for the purposes of company law, present their report and the unaudited financial statements of the charity for the year ended 31 March 2025.

Reference and administrative details

Registered charity name	Bedfordshire Open Door
Charity registration number	1053008
Company registration number	03157152
Principal office and registered office	120 Tavistock Street Bedford Bedfordshire MK40 2SA
The trustees	O Atunrase S J Gardner S Pearce A Parsons (appointed 3 October 2024) Y Mackenzie (appointed 26 November 2024) K Fletcher (appointed 9 March 2025) H A E Hendrickx (appointed 9 March 2025) S A Reed (active in year, resigned post year end) M Fletcher (active in year, resigned post year end) W Harvey (resigned 6 July 2024) M A Richardson (resigned 26 November 2024) Please note the following members are active trustees at the time of signing of these accounts however were appointed post the year end period: M Saha (appointed 14 April 2025) V Sisodia (appointed 14 April 2025) F M Allen (appointed 9 August 2025) M Harris (appointed 9 August 2025)
Management staff	Michele Flynn (Operations Manager) Donna Galea-Bateman (Clinical Manager)
Independent examiner	Excel Accountants (Beds) Ltd Excel House 3 Duke Street Bedford MK40 3HR

Structure, Governance and Management

Governing document
The company was established under a Memorandum of Association, which determine the objects and powers of the company and is governed under its Articles of Association.

The charity is managed and controlled by its Trustee Board which is responsible for setting the strategic direction of the charity, and the policies it adopts.

The company is limited by guarantee and does not have share capital. Trustees each guarantee an amount not exceeding £10 to the assets of the company in the event of a winding up. The total number of such guarantees at 31 March 2025 was 7 (2024: 7).

Recruitment and appointment of new trustees
The charity seeks to have board members with the right skills to enable it to be managed in an effective manner. The trustees may appoint a person who is willing to act as a trustee, either to fill a vacancy or as an additional trustee.

Induction and training of new trustees
All trustees are given a copy of the Charity Commission Pamphlet CC3 prior to their appointment and, at their induction, a copy of the latest accounts, together with the governing document and operating procedures. The latter include such topics as "Trustees Code of Conduct", "Conflicts of Interest" and "Trustee Eligibility". Where considered necessary, trustees are invited to undertake training in the workings of the Charity and the responsibilities of a trustee.

Objectives and activities
The objects of the charity are to provide free counselling services to young people in Bedford and surrounding areas. We have continued to offer the counselling service free to clients.

Strategic report
The following sections covering the focus of our work, achievements and performance and financial review form the strategic report of the charity.

Purposes and Aims
Bedfordshire Open Door offers an accessible, confidential and free professional counselling service to young people living in Bedfordshire. Our aim is to enable local young people to strengthen their resilience, emotional and psychological wellbeing.

We offer a space where young people can be accepted, be safe and be heard.

- A free, confidential counselling service for people aged 13-25 in Bedford Borough & North Central Beds
- Drop in and one-off counselling sessions
- Group work
- Schools based counselling
- Community based counselling in youth clubs and supported accommodation
- Counselling and retreats for young unaccompanied asylum seekers
- Specialist counselling for young victims of crime, exploitation and violence
- Specialist counselling for neurodivergent young people
- A weekly social support group
- Co-production / participation and engagement activities with young people
- Mini onsite "Foodbank" for young people using our service who are living in poverty

- Multi agency working with GPs; CAMHS; adult mental health services; the police; social services; other local voluntary/statutory agencies to ensure clients are given the most appropriate professional support.

We have been established for over 29 years. We have extensive knowledge of the local area, established partnerships, a strong board of trustees, loyal volunteers and staff and an experienced management team. We have a strong reputation in the local community and credibility amongst local young people, who often recommend the service to their friends.

Our organisation is accredited by the British Association for Counselling and Psychotherapy (BACP) and adheres to the BACP Ethical Framework for Standards and Practice. The Clinical Manager is the Designated Safeguarding Lead and responsible for clinical practice. The Operations Manager is responsible for finance and funding, data, reporting, administration, health and safety and premises management, service development and is Deputy DSL. All members of the team are DBS checked. The work is delivered at our counselling centre, in schools and community venues. Our team of qualified, experienced counsellors and student counsellors work within a framework of clinical supervision and management supported by a small team of administrators. We offer a blended service of face-to-face, telephone and video counselling. Our counsellors offer a range of modalities including person centred, psychodynamic, humanistic, CBT, EMDR, systemic approaches. We also integrate creative approaches including sand tray, art and music. We have a multi-agency, person-centred approach, enabling young people to access relevant support to meet their individual needs.

Our service users are young people aged 13 - 25 experiencing issues including suicidal ideation, self-harming, eating disorders, domestic violence, abuse, crime, exploitation, drugs, alcohol, anxiety, depression, bereavement, bullying, relationships, identity issues and homelessness. These issues impact on their mental health and wellbeing. We offer specialist services for unaccompanied asylum seekers, victims of crime and exploitation and young people with autistic spectrum /neurodivergent conditions. The aim is to increase resilience, improve emotional wellbeing, promote integration and improve access to education, training and employment. Young people access our service via self-referral or signpost from other agencies.

We have a strong partnership approach working as an integral part of the multi-agency mental health and wellbeing "system of support". We work with other agencies, community and faith organisations to improve access for those who might not traditionally engage with mental health services.

In June 2022 it was announced that we were awarded The Queens Award for Voluntary Service. This is the most prestigious award a voluntary organisation can achieve and is equivalent to an MBE.

COUNSELLING PROVISION AND PERFORMANCE:
Our charitable activities focus on providing free counselling services and support to young people and are undertaken to further our charitable purposes for the public benefit. The year 2024 to 2025 we continued to experience high levels of demand from local young people.

- Bedfordshire Open Door provides up to 12 sessions of free, confidential counselling for 13-25 year olds. Where it is clinically indicated we will extend the number of sessions to ensure the safety and wellbeing of the individual young person. We are the only free service for young people in the local area offering this model of service, other providers either charge a fee for their service or offer a model with 4 – 8 sessions.

- We offer young people the options of a blended service with face to face, online or telephone counselling. Our experience is that most young people wish to have their counselling face to face (89%) but appreciate the flexibility of remote sessions should circumstances arise that prevent them from accessing the face-to-face provision.

- In the year we had a team of 35 counsellors, a mix of volunteers, students and paid counselling positions. In February 2026 a new cohort of 6 students will join us to commence their placement.

- Bedfordshire Open Door's counselling provision is largely provided by circa 26 professionally accredited volunteer counsellors offering at least two sessions of counselling per week without payment. Some of these qualified counsellors also provide additional sessional counselling hours to enable us to meet demand and reduce our waiting lists.

- During the year we employed 5 part-time paid counsellors, 2 of whom worked in secondary schools, 3 working at our counselling centre bringing a wealth of experience including working with young people affected by alcohol and substance abuse, victims of crime and exploitation and neurodivergent young people.

- All counsellors, including our volunteers, require professional operational and clinical management support, clinical supervision and must complete a minimum of 30 hours CPD per annum. We also need to staff our Bedford counselling centre in order that there is always someone to welcome young clients, making them feel safe and to ensure appointments, the necessary paperwork and record keeping, are diligently administered.

- As a result of reduced funding our counsellor capacity was lower and, as a result, less young people were able to access one to one counselling. To extend engagement we offered facilitated groupwork and outreach workshops. The total number of young people seen was 853. 772 were engaged in 6,582 one-to-one counselling sessions and 81 young people attended 120 separate small groups and workshops.

- 68% were aged between 13 and 18 (2023-24: 66%) and 32% were aged 19-25 (2023-24: 34%).

- 85% of young people were from Bedford Borough, 13% from Central Bedfordshire, 2% Other.

- Our service extends to meet the needs of our culturally diverse community. We have seen more young people from a wider range of ethnic backgrounds accessing our service in the past 3 years than previously. We have also recruited more counsellors from diverse ethnic backgrounds. We have also succeeded in our goal to diversify our Board of Trustees and now have a good mix of ethnicities, genders and skills.

- 68% of our clients were white, 20% black and Asian, 9% mixed/multiple ethnic, 2% other ethnic groups and 1% did not disclose.

- Most young people using our service state that they do not follow a religion, however we do have a mix of faiths that some of our clients follow and this is respected in our service. To deepen understanding within our team, we delivered learning opportunities focused on faith and cultural competence. 60% of our clients do not follow a religion, 22% Christian, 8% Muslim, 2% Sikh,1% Hindu, 3% other religions and 4% prefer not to say.

- Our referrals come from a range of sources. The majority are self-referrals, and this is in keeping with our ethos of enabling young people to direct access our service without requiring a professional referral. Respecting and championing the autonomy of the young person is central to our way of working with young people. Overall health sources contribute to 20% of our

referrals for the year and our other key referral source is education which ties in with our work in schools, although we also receive referrals from school for our Tavistock Street counselling centre work. 38% of our clients self-referred; 20% were referred by health; 21% by education; 9% by family/friend, the remaining 12% came from a mix of police, social services, housing, job centre and other voluntary agencies.

- We continued to work in partnership with local supported living organisations, enabling us to reach some of the most vulnerable young people in our community who have experienced relationship breakdowns and been part of a hidden community of sofa surfing or street living. Many have a history of abuse, offending, drug or alcohol abuse and mental health issues and counselling at this time can support them in managing the impact of the past and building resilience and confidence for the future.

- We are one of the only services offering specialist counselling to neurodivergent young people in Bedfordshire. We deliver this service both at our counselling centre and onsite sessions in schools. 12.5% of our clients seen in the year were autistic and 9% have ADHD. Adapting working practices to meet the needs of individual neurodivergent clients is key to successful working with this cohort of young people. To support this, we have delivered a range of CPD for the team in the year including:

    - *Rethinking Autism by Dr James Winkworth, lead clinical psychologist CAMHS.*

  This one-day training provided an overview on all core concepts provided in the National Autism Training Programme (NATP). Dr James Winkworth delivers this training to full CAMHS teams, to develop knowledge, skills and neuro affirming practices and extended this to our service.

  Other courses included
    - *Managing Risk when working with neurodivergent clients*
    - *Ethical Dilemmas: working with neurodivergent clients*
    - *Understanding Autism*
    - *Working creatively with young people*
    - *Using the sand tray in therapeutic practice*

- We worked in partnership with local authorities in Bedford, Central Bedfordshire and Luton to provide mental health support for young unaccompanied asylum seekers, many of whom have experienced extreme trauma. The work involves specialist one to one counselling using interpreters and creative groupwork. We also ran a two-day summer retreat for this cohort of young people.

- In June 2023 we established the BOD POD our own weekly group / safe space. The group met on a weekly basis. Over the year the programme of activities has been co-produced with the young people. A key success was the first young person-led campaign relating to eco-friendly period products. For our 2024 AGM the group put together a display of their art and one of the group members gave a short presentation on the benefits of the group.

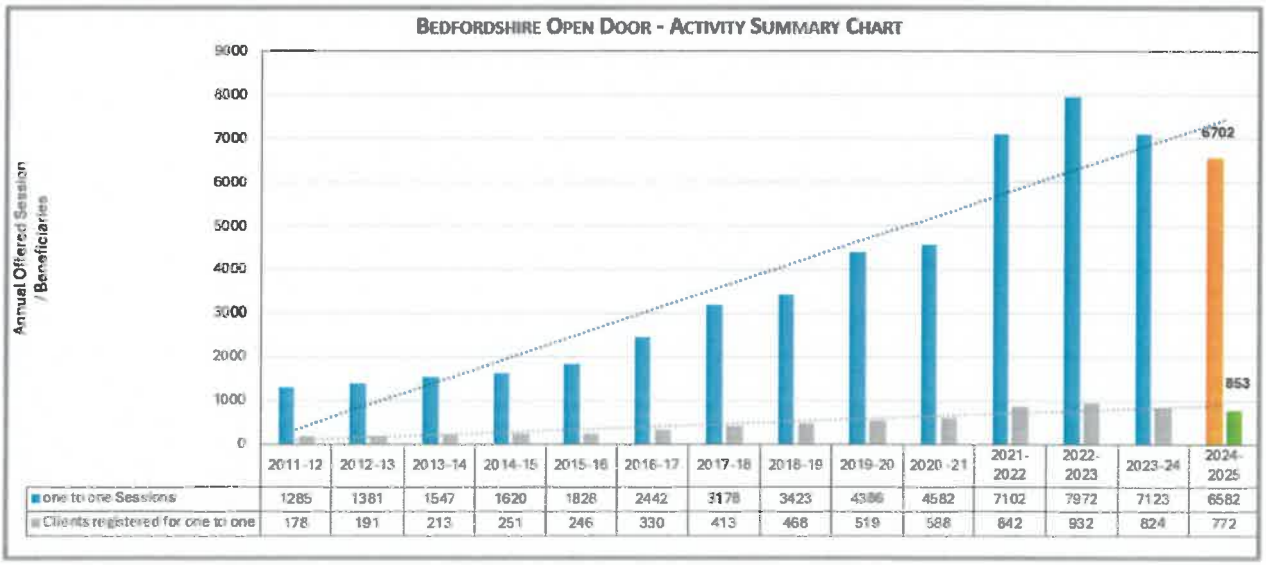
- We continue to work with a wide range of presenting issues and whilst we capture the predominant issue for each client as part of our reporting it is important to note that all of the young people we see have a complex range of issues that they are facing in their life and these can result in a range of additional behaviours such as suicidal ideation, self- harming, use of drugs and alcohol, engagement in criminal activities and gangs, emotionally based school avoidance, disordered eating, aggression and anger, withdrawal, selective mutism and others. To ensure our counsellors are skilled to work with such a wide range of issues we are

committed to providing them with a wide range of CPD and training opportunities above and beyond the mandatory training programme.

Counsellors have had sessions on issues such as

- Working with Muslim clients
- Working with unaccompanied asylum-seeking young people and interpreters
- Shame and Honour in the South Asian Community
- Gambling and Gambling Harm
- Girls and Gangs
- Suicide Risk and Safety Planning
- Working Online (80 hour course)

- All BOD team members are required to complete annual mandatory safeguarding training. Managers are required to complete Designated Safeguarding Lead Training. Counsellors complete Level 3 safeguarding children. Admin are required to complete Level 2 safeguarding children. Everyone is required to complete Level 1 Safeguarding Everybody as it includes adults. Trustees are required to complete NSPCC *Trustee Safeguarding training for charity Trustees.*



	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-2022	2022-2023	2023-24	2024-2025
one to one Sessions	1285	1381	1547	1620	1828	2442	3178	3423	4386	4582	7102	7972	7123	6582
Clients registered for one to one	178	191	213	251	246	330	413	468	519	588	842	932	824	772

THE NEED FOR BEDFORDSHIRE OPEN DOOR SERVICES:

The need for our service has grown year on year and we retain an excellent reputation amongst local young people and their families for delivering a high-quality service. National research evidence supports the need for improved, responsive mental health services for young people as they continue to adjust to life following the impact of the pandemic in a context of global unrest, environmental concerns and national economic problems. These factors all impact on individual young people and their sense of security, stability and safety and, for some, has a significantly detrimental impact on their mental health and wellbeing. Our role is to support the individual resilience and confidence of local young people in a turbulent and unstable national and global environment.

It is recognised that half of all mental health problems manifest by the age of 14, and 75% by the age of 24. An estimated one in three adult mental health conditions is associated with adverse childhood experiences, including children who have experienced adversity and trauma. A post Covid report into

Children and Young People's Mental Health (2021) , highlighted that services were experiencing not only an increase in demand, but an increase in the severity and acuity of cases that were being referred. High levels of need continue to be experienced locally across Bedfordshire. The report noted, even prior to the pandemic, it was well-established that certain groups of young people face a higher risk of mental ill health. Young people from lower socioeconomic backgrounds are more likely to face mental distress; LGBTQ+ and trans, gender diverse young people are twice as likely as their peers to report serious mental distress: young people from Black, Asian and minority ethnic backgrounds often struggle to access the services, particularly young black males.
The following statistics and research outline a stark and concerning picture of the need and challenges faced by young people today. It gives a solid evidence base for the need for the work we do with young people.

Mental Health in Bedford: A Research Study 2024 (Bedford Giving)

"Initial research by The Harpur Trust revealed that more than 60% of young people in Bedford consider mental health to be a "massive challenge." Other analyses support this: the Thriving Places Index1 identifies mental health as a distinct area of weakness for Bedford due to the prevalence of depression and long-term mental health conditions. Government data shows that since 2019, Bedford's suicide rate has risen consistently and is now well above the national average. National research also reflects a similar pattern of issues and concerns. Little direct data is available on the number of people requiring mental health support in Bedford. However, we know that there are approximately 43,000 people aged 0-17 in Bedford, and around 19,000 aged 10-17 (10% of Bedford's population). If we assume that mental health issues are no more or less common in Bedford than elsewhere in England, we can estimate that around 3,800 people aged 10-17 in Bedford require support."

In the direct consultations with local young people undertaken by Bedford Giving as part of the above research several young people specifically mentioned Bedfordshire Open Door as a positive service in the local landscape of mental health provision.

The Big Mental Health Report 2024 (MIND UK)

- In England, it's estimated about 1 in 4 people will experience a mental health problem at some point each year.
- Research shows that adults and young people alike feel their wellbeing is getting worse, with adults also reportedly feeling lonelier. 7.8% of adults in the UK felt lonely 'always or often' in 2024.
- Young people and children are experiencing a number of difficulties with their mental health, but the services in the NHS and schools simply can't cope with the level of need.
- 1 in 5 school-age child or young person has a mental health difficulty. Only a third were able to access treatment last year in England.
- In England, 11% of 8-16 year olds with a mental health difficulty had missed more than 15 days of school in 1 term.
- Children and young people in England with a mental health difficulty were significantly more likely to have been bullied online compared to those without.
- Mind research suggests that things have started to backslide after years of improvements in attitudes to mental health.
- Mental health stigma and discrimination are found in the healthcare system too. And racism, racial violence and hate crimes threaten the safety and mental wellbeing of many communities.

Annual Survey (Young Minds 2023/24)

- In 2023, one in five children and young people aged eight to 25 had a probable mental health condition. This number has been rising since 2017, most notably in the 17-19 age group.
- The number of children and young people referred to emergency mental healthcare rose by 10% between 2023 and 2024, with many of these young people being stuck on waiting lists for NHS support for months and years.
- Suicide was the leading cause of death for people aged 5-35 in England in 2022. Around three quarters were boys or young men.
- Almost one third (32.8%) of 17-24 year olds have self-harmed or attempted to self-harm at some point. This rises significantly to 69.5% of young people with a probable mental health condition.
- The cost of living in the UK places a huge strain on the mental health of young people, with a huge 90% of young people worrying about earning enough money to support themselves.
- One in five young people aged 8-25 had a probable mental health condition in 2023. It has a big impact on several areas of their lives, and can continue into adulthood.
- Almost a third (30%) of 11-16 year olds with a probable mental health condition missed a week or more of school in 2023 (compared to 10% of their peers without a mental health condition)1, and 74% of teachers believe that poor mental health is negatively impacting their pupils' ability to learn.
- 85% of young people aged 8-16 with a probable mental health condition experienced regular disruption to their sleep – and this rose to 96% of young people aged 17-23.
- 35% of 18-24 year olds in employment reported needing to take time off work due to poor mental health or stress.
- One third of mental health problems in adulthood are directly connected to an adverse childhood experience (ACE).
- 30% of 11-16 year olds with a probable mental health condition missed a week or more of school in 2023.

It's getting harder for young people to access the support they need:

- In 2023/24, there were 78,577 young people waiting over a year for mental health treatment from the NH.S, with 44% of these were waiting over two years. This has risen significantly since 2022/23.8
- Long waiting times for support have negative consequences: 59% of young people report their mental health getting worse during the wait for support

Parent confidence in supporting young people re: mental health (M&S / Young Minds 2025)

New research commissioned by M&S and Young Minds, UK national mental health charity for young people, reveals a concerning gap between young people's needs and parents' confidence in supporting them. 38% of young people say they feel most comfortable turning to a parent or carer when struggling with their mental health. Yet, 35% of parents say that the worry they'll make things worse by talking about it makes it difficult to have the conversation, and 30% have avoided conversations altogether because they're unsure what to say.

With 1 in 4 young people aged 16–24 now experiencing a common mental health condition[1], the need for open, supportive conversations at home has never been greater. However, over half of parents (51%) admit to feeling judged when their child struggles, and 45% say they would benefit from a guide to help them approach difficult topics.

The Big Ask 2023 (The Children Commissioner UK)

- More than half of young people with mental health disorders had no contact with mental health services; only 34% had at least two contacts.

- 32% of those referred for treatment did not receive it.
- The average waiting time was 40 days, up from 32 the previous year.
- Around 1% of total NHS budget allocations were spent on mental health services for children and young people – a total of £927 million.

FUNDING OVERVIEW:
We remain reliant on funding from grant making bodies and internally generated fund-raising initiatives to continue free provision of one-to-one counselling to young people in the 13-25 age group and on a 12-session therapeutic model.

The biggest risk for the future is that our core funders the National Lottery Community Fund (NLCF) have indicated that after our current 5 year grant, which tapers off in years 4 and 5, it is unlikely we will receive a further substantial grant as we will have benefited from 11 years of funding and are advised of the need to diversify our funding base and seek funding from statutory sources to support the continuation of our work. However, the reality of securing funding from health sources is significantly challenged due to extreme budget cuts for the local NHS services and CAMHS mental health services. Commissioning opportunities are greatly reduced and during the period the East London Foundation Trust took the local tier 2 CAMHS wellbeing service in-house rather than procuring community-based delivery providers.

We deliver an essential early intervention and prevention service, one of a kind for young people locally, and it is known that statutory services rely on our interventions as a key element of the service provision locally. If our capacity is reduced then this places young people at higher risk and moves them into the need for statutory health and social care services which will result in higher spend on acute and inpatient services. Investment in early support is critical to reducing the number of young people at significant risk of suicide and self-harm in our community.

- We are now in our second year of a 5-year NLCF grant.

- We were successful in being awarded a 3-year BBC Children in Need grant for work with clients aged 13-18.

- The Harpur Trust has been a key supporter of our charity over the years. Their strategic objective of funding successful, evidence based local voluntary services in the local community has meant we have been able to secure funds to support our core service and in 2024 we were awarded a further 2-year grant.

- The Bedfordshire Violence & Exploitation Prevention Partnership (VEPP), formerly known as the Bedfordshire Violence & Exploitation Reduction Unit (VERU), continued to support our work with victims of crime and exploitation and those at risk with a further 1-year grant.

- We have also received funding support from a range of other organisations and trusts and extend our thanks and appreciation to: Waitrose; The Rotary Club of Bedford Park; The Wixamtree Trust; the Gale Family Trust; the Panacea Charitable Trust; Bedford Academy; Biddenham School, Bedford Counselling & Training, Bedford Charitable Trust and the Clothworkers Foundation for their grants and donations towards our counselling work in the year. We also thank and everyone who attended and supported our fundraising events and those who kindly donated raffle prizes.

- We are most grateful for a £5,000 legacy gift from the estate of Mr Donald Stevenson, a previous Trustee and a staunch supporter of our cause for many years. We appreciate and

thank all of the Friends of Bedfordshire Open Door for their ongoing support and regular donations.

- We are thankful to all the above funders and donors, and other individuals not mentioned and those who have chosen to remain anonymous.

Investment policies and objectives
The Trustee Board has the power to invest or deposit monies not immediately required for its purposes in any lawful manner whilst having regard to the suitability of investments and the need for diversification.

The charity will aim to invest any funds not expected to be needed in the short-term in deposit accounts in order to achieve a return on those reserves. It is the policy of the charity to spread the reserves of the charity across several banks and building societies to provide maximum protection from the Financial Services Compensation Scheme (FSCS). The charity will only deposit funds with institutions covered by the FSCS.

No funds will be invested in schemes that cannot guarantee the return of the original investment or where the original funds are in any way at risk.

No funds will be invested in schemes which require a notice period of more than six months to withdraw the funds.

Reserves policy
The Trustee Board have established a policy whereby the total unrestricted funds not invested in tangible fixed assets, and not required to meet future budgeted expenditure, being the "free reserves", should be sufficient to support the future growth of the charity, support coping with the loss of a significant funding stream / donor, gaps in restricted funding, short-term cessation of project activity and redundancy. To mitigate the impact of a potential loss of funds on costs, Bedfordshire Open Door employs part-time paid counsellors on short term contracts.

The Trustees have targeted a free reserve level of six months of operational cost (£170,000) and £60,000 to cover the loss of a significant donor/funding stream. The trustees have taken account of the fact that Bedfordshire Open Door owns a property with a purchase price of £224,000 in 2009 and believe the property to have increased in market value. At 31st March 2025 the mortgage against this property was £20,365. The trustees have the option in an emergency to increase the mortgage against the property to increase free reserves.

Free reserves at March 31st 2025 were £174,621

Incoming resources and expenditure
Total income for the year increased 18% from £287,516 in 2024, to £338,262 in 2025.
The proportion of income receivable for restricted and unrestricted purposes represents was 89% (2024: 89%) and 11% (2024: 11%) respectively of the total incoming resources.

Overall, the results show a deficit for the year of £ (2,052) (2024): deficit of £ (53,916). At 31 March 2025, restricted fund balances totalled £355,933 (2024: £371,623), of which £287,925 (2024: £293,040) relates to the historic purchase of the Bedford Tavistock Street property and subsequent improvements, which was largely grant funded. Unrestricted fund balances totalled £174,621 (2024: £160,983).

Plans for the Future Period:

The landscape for funding is becoming increasingly challenging and this is coupled with the challenge of retaining experienced staff who are employed on short term contracts due to funding generally being allocated for one year. We are mindful of the continuing cost of living crisis and the effect this is having on the voluntary sector, forcing some volunteers to prioritise paid work over volunteering. We continue to strive to maximise income to enable us to meet the needs of young people in our community. We are aware of increasing constraints within statutory and other voluntary sector services and the impending financial challenges faced nationally. We are focused on ensuring the sustainability of our service and the need to ensure core provision is adequately funded to ensure stability in the future.

Next year is our 30th anniversary year and we plan to use this opportunity to take positive steps to ensure our organisational resilience for the next 30 years! We have a key objective of recruiting new Trustees to develop a new strategic plan driven by the Board and management. The plan will focus on future proofing the organisation with a structure fit for the future and a funding strategy to resource and develop ongoing activities. To aid this plan, we have applied to the Cranfield Trust to undertake their Journey to Excellence© programme which, by working with their pro bono management consultancy, will help us to measure our organisation's progress, growth and success. We also have plans to diversity our funding streams to mitigate for grant funding we anticipate coming to an end over the next 2-3 years.

We are updating our systems and improving efficiency through investment in a new database/case management system tailored to the needs for our service.

The continued high demand and signposting through other agencies underpins our faith in our 12-session counselling model. We continue to believe in providing a free service to all young people between 13 and 25 years of age.

In a recent letter The Harpur Trust stated:

"Thank you for your end of grant monitoring report and for updating us on your achievements and challenges. The numbers of people and the hours of therapy provided is impressive. The high percentage of self-referrals stood out demonstrating the central role you play in the community and the respect the community has for the charity.

*A short sentence summed up why having such services readily available to young people is so important. "**These sessions have helped me so much and changed my life**."*

The bedrock of our organisation is a strong voluntary ethos from the majority of our counsellors. These can be people relatively new to counselling, looking to gain experience, or can be very experienced professionals, wanting to give something back.

We have a solid reputation for providing high quality, well supported student placements that include clinical supervision, clinical management and enhanced CPD to support the development of new counsellors. We have extended our reach to more counselling training providers and the demand for placements is high. In a climate where the recruitment of qualified volunteers has become more challenging, we have found this initiative to be an essential part of maintaining capacity and ensuring our counselling team is suitably experienced in working with young people.

Extending our participation and engagement opportunities is a central theme for the coming year, including providing volunteering and development opportunities to support young people in building employability skills and experience. Our main forum for this will be via our BOD POD group.

As always, young people are at the heart of everything we do. We need to ensure their voices and experiences are central to our all aspects of our delivery and development.

The trustees' annual report and the strategic report were approved on 16th October 2025 and signed on behalf of the board of trustees by Sam Pearce (Chair):

Sam Pearce
Chair

Bedfordshire Open Door

Company Limited by Guarantee

Independent Examiner's Report to the Trustees of Bedfordshire Open Door

Year ended 31 March 2025

I report to the trustees on my examination of the financial statements of Bedfordshire Open Door ('the charity') for the year ended 31 March 2025.

Responsibilities and basis of report

As the trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

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, I report in respect of my examination of the charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the charity'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 and Wales (ICAEW), which is one of the listed bodies.

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

1. accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or

2. the financial statements do not accord with those records; or

3. the financial statements 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 financial statements 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.

Independent Examiner

Excel House
3 Duke Street
Bedford
MK403HR

Excel Accountants
Excel House
3 Duke Street
Bedford. Mk40 3HR
01234 860590

Bedfordshire Open Door

Company Limited by Guarantee

Statement of Financial Activities (including income and expenditure account)

Year ended 31 March 2025

	Note	2025 Unrestricted funds £	2025 Restricted funds £	2025 Total funds £	2024 Total funds £
Income and endowments					
Donations and grants	5	33,992	302,348	336,340	285,698
Investment income	6	1,922	-	1,922	1,818
Total income		35,914	302,348	338,262	287,516
Expenditure					
Expenditure on raising funds:					
Costs of raising donations and grants	7	9,485	1,416	10,901	10,294
Expenditure on charitable activities	8,9	12,791	316,622	329,413	331,157
Total expenditure		22,276	318,038	340,314	341,452
Net (expenditure)/income and net movement in funds		13,637	(15,690)	(2,052)	(53,936)
Reconciliation of funds					
Total funds brought forward		160,983	371,623	532,606	586,542
Total funds carried forward		174,620	355,933	530,554	532,606

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

The notes on pages 18 to 26 form part of these financial statements.

Bedfordshire Open Door

Company Limited by Guarantee

Statement of Financial Position

31 March 2025

	Note	2025 £	2024 £
Fixed assets			
Tangible fixed assets	**14**	358,564	367,279
Debtors: amounts falling due after more than one year	**15**	252,137	282,829
Current assets			
Debtors: amounts falling due within one year	**16**	243,506	259,207
Cash at bank and in hand		142,014	81,403
		385,520	340,609
Creditors: amounts falling due within one year	**17**	198,612	168,408
Net current assets		186,907	172,201
Total assets less current liabilities		797,608	822,308
Creditors: amounts falling due after more than one year	**18**	267,054	289,702
Net assets		530,554	532,606
Funds of the charity			
Restricted funds		355,934	371,623
Unrestricted funds		174,620	160,983
Total charity funds	**19**	530,554	532,606

Of the restricted funds of £355,934 property reserves comprised 81% (2024: 79%)

For the year ending 31 March 2025, the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476;
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of financial statements.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

The statement of financial position
continues on the following page.

The notes on pages 18 to 26 form part of these financial statements.

Statement of Financial Position *(continued)*

31 March 2025

These financial statements were approved by the board of trustees and authorised for issue on 16th October 2025, and are signed on behalf of the board by:

S Pearce
Chair

V. CAMIAH, FCA
17/11/2025

Excel Accountants
Excel House
3 Duke Street
Bedford. Mk40 3HR
01234 860590

Bedfordshire Open Door

Company Limited by Guarantee

Statement of Cash Flows

Year ended 31 March 2025

	2025 £	2024 £
Cash flows from operating activities		
Net (expenditure)/income	(2,052)	(53,748)
Adjustments for:		
Depreciation of tangible fixed assets	10,274	11,186
Dividends, interest and rents from investments	(1,922)	(1,818)
Other interest receivable and similar income	–	–
Interest payable and similar charges	1,515	1,855
Changes in:		
Accrued (income)/expenses	15,187	(162,814)
Trade and other debtors, prepayments and accrued income	46,393	141,988
Trade and other creditors	(2,333)	882
Cash generated from operations	67,062	(62,656)
Interest paid	(1,515)	(1,855)
Interest received	–	–
Net cash (used in)/from operating activities	65,547	(64,511)
Cash flows from investing activities		
Dividends, interest and rents from investments	1,922	1,818
Purchase of tangible assets	(1,560)	(1,436)
Proceeds from sale of tangible assets	–	–
Net cash used in investing activities	362	382
Cash flows from financing activities		
Proceeds from borrowings	(5,298)	(4,958)
Net cash used in financing activities	(5,298)	(4,958)
Net (decrease)/increase in cash and cash equivalents	60,611	(69,088)
Cash and cash equivalents at beginning of year	81,403	150,491
Cash and cash equivalents at end of year	142,014	81,403

The notes on pages 18 to 26 form part of these financial statements

1. General information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is 120 Tavistock Street, Bedford, Bedfordshire, MK40 2SA.

2. Statement of compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the 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) (Charities SORP (FRS 102)) and the Companies Act 2006.

3. Accounting policies

Basis of preparation

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investment properties measured at fair value through income or expenditure.

The financial statements are prepared in sterling, which is the functional currency of the entity.

Going concern

There are no material uncertainties about the charity's ability to continue.

Judgements and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.

3. **Accounting policies** *(continued)*

Incoming resources

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- legacy income is recognised when receipt is probable and entitlement is established.
- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses. Any tangible assets carried at revalued amounts are recorded at the fair value at the date of revaluation less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

An increase in the carrying amount of an asset as a result of a revaluation, is recognised in other recognised gains and losses, unless it reverses a charge for impairment that has previously been recognised as expenditure within the statement of financial activities. A decrease in the carrying amount of an asset as a result of revaluation, is recognised in other recognised gains and losses, except to which it offsets any previous revaluation gain, in which case the loss is shown within other recognised gains and losses on the statement of financial activities.

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Freehold property	-	0% and 2% straight line
Improvements to property	-	2% and 10% straight line
Fixtures and fittings	-	15% and 20% straight line
Computer equipment	-	33% straight line

4. Limited by guarantee

The company is limited by guarantee and does not have share capital. Details of the guarantees provided by each Trustee is provided in the Report of the Trustees.

5. Donations and legacies

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2025 £**
Donations			
Donations	33,992	302,348	336,340

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Donations			
Donations	30,867	254,831	285,698

6. Investment income

	Unrestricted Funds £	**Total Funds 2025 £**	Unrestricted Funds £	Total Funds 2024 £
Income from investment properties	–	–	–	–
Bank interest receivable	1,922	1,922	1,818	1,818
	1,922	1,922	1,818	1,818

7. Costs of raising donations and grants

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2025 £**
Costs of raising donations and grants	9,485	1,416	10,901

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Costs of raising donations and grants	6,186	4,108	10,294

8. Expenditure on charitable activities by fund type

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2025 £**
Charitable activities	21,256	318,038	339,294
Governance costs	1,020	-	1,020
	22,276	318,038	340,314

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Charitable activities	10,643	329,789	340,432
Governance costs	1,020	-	1,020
	11,663	329,789	341,452

9. Expenditure on charitable activities by activity type

	Activities undertaken directly £	Support costs £	**Total funds 2025 £**	Total fund 2024 £
Charitable activities	339,294	–	339,294	340,432
Governance costs	–	1,020	1,020	1,020
	339,294	1,020	340,314	341,452

10. Net (expenditure)/income

Net (expenditure)/income is stated after charging/(crediting):

	2025	2024
	£	£
Depreciation of tangible fixed assets	10,275	11,336

11. Independent examination fees

	2025	2024
	£	£
Fees payable to the independent examiner for:		
Independent examination of the financial statements	1,020	1,020
Other assurance services	805	600
	1,825	1,620

12. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2025	2024
	£	£
Wages and salaries	260,213	261,349

The average full time equivalent head count of employees during the year was 7s\ (2024: 8). The average number of full-time equivalent employees during the year is analysed as follows:

	2025	2024
	No.	No.
Number of staff - office	3	4
Number of staff - counselling	4	4
	7	8

All staff are employed on a part time basis by Bedfordshire Open Door and the majority of counsellors undertake their roles voluntarily. The average number of part-time employees during the year was 13 (2024: 14)

13. Trustee remuneration and expenses

No remuneration or other benefits from employment with the charity or a related entity were received by the trustees.

Trustees were paid in total of £135 relating to a safeguarding course & a training course.

14. Tangible fixed assets

	New Construction	Freehold property £	Plant and machinery £	Fixtures and fittings £	Equipment £	**Total £**
Cost						
At 1 April 2024	–	324,097	162,116	20,448	8,750	515,411
Disposals	–	–	–	–	–	–
Additions	1,560	–	–	–	–	1,560
At 31 March 2025	1,560	324,097	162,116	20,448	8,750	516,971
Depreciation						
At 1 April 2024	–	67,230	56,253	19,361	5,289	148,133
Disposals	–	–	–	–	-	-
Charge for the year	–	4,482	3,603	504	1,686	10,274
At 31 March 2025	–	71,712	59,856	19,865	6,975	158,407
Carrying amount						
At 31 March 2025	1,560	252,385	102,260	583	1,775	358,564
At 31 March 2024	–	256,867	105,863	1,087	3,461	367,279

15. Debtors: falling due after more than one year

	2025 £	2024 £
Prepayments and accrued income	252,137	282,289

16. Debtors: falling due within one year

	2025 £	2024 £
Trade debtors	–	6,750
Prepayments and accrued income	240,823	251,291
Other debtors	2,683	1,166
	243,506	259,207

17. Creditors: amounts falling due within one year

	2025 £	2024 £
Bank loans and overdrafts	5,448	4,349
Accruals and deferred income	189,783	158,533
Social security and other taxes	3,381	5,526
	198,612	168,408

18. Creditors: amounts falling due after more than one year

	2025	2024
	£	£
Bank loans and overdrafts	14,917	21,314
Accruals and deferred income	252,137	268,388
	267,054	289,702

Bank loans and overdrafts relate to a mortgage loan secured against the property at 120 Tavistock Streed, Bedford.

19. Analysis of charitable funds

Unrestricted funds

(All amounts stated in GBP)	At 1 April 2024	Income	Expenditure	At 31 March 2025
Unrestricted funds				
General - Other	160,983	35,914	(22,276)	174,621
Restricted funds				
Property Funds	293,040	-	(5,115)	287,925
Non-Property Funds				
The National Lottery Community Fund	5,001	114,281	(117,280)	2,002
BBC Children in Need	-	-	-	-
Wixamtree Trust	-	10,000	(10,000)	-
Gale Family Charity Trust	6,628	-	(6,628)	-
Harpur Trust	1,078	37,595	(38,673)	-
Biddenham International School	9,900	14,800	(13,807)	10,893
Bedford Academy	9,900	14,500	(13,521)	10,879
Panacea Charitable Trust	4,167	-	(4,167)	-
Rotary Club of Bedford Park	11,217	-	(11,217)	-
VERU	-	45,500	(24,000)	21,500
CAMHS Direct Referrals	29,633	-	(29,633)	-
Other- Waitrose		1,200	(785)	415
Other Anonymous	1,059	6,000	(4,279)	2,780
Frank Branston Fund	-	10,000	(10,000)	-
Clothworkers Foundation	-	10,900	(1,560)	9,340
House of Industry	-	27,372	(27,372)	-
Bedford Counselling & Training	-	5,200	-	5,200
Bedford Charitable Trust	-	5,000	-	5,000
Total Non-Property Funds	78,583	302,348	(312,921)	68,009
Total Restricted	371,623	302,348	(318,036)	355,934
Total Funds	532,606	338,262	(340,314)	530,554

Property funds represent funds already spent on purchasing 120 Tavistock Street, Bedford.
Expenditure against Property funds relates solely to annual depreciation.