



2024/2025

ANNUAL REPORT

Youthline

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ABOUT YOUTHLINE



Youthline provides a free, professional, and confidential one-to-one blended counselling service for young people aged 11 to 25 living in Bracknell Forest and surrounding areas. We also continue to offer support to adults who care for or work with young people, recognising the wider impact of our service across families and communities.

Now in our 37th year, Youthline remains a vital part of the youth support network in Bracknell Forest. We are proud to operate in partnership with both Bracknell Forest Council and the Frimley Integrated Care Board, through our formal contract agreements. These partnerships enable us to continue delivering a highly valued service to the local community.

Each month, we provide over 700 hours of counselling support, reflecting our continued commitment to accessible and timely mental health provision. Young people can access our service through self-referral, or they may be referred by parents, carers, schools, GPs, or other agencies. We offer flexibility through a blended model of in-person, online and telephone counselling, ensuring we can meet clients where they are most comfortable.

In addition to our core service, Youthline provides a dedicated school counselling programme, offered in partnership with local schools who financially contribute to its delivery.

We also run a Stress and Worry group programme, designed to support young people experiencing anxiety and low-level mental health difficulties. Facilitated by trained counsellors, these small group sessions help participants explore common challenges, learn healthy coping strategies, and build confidence in a safe, supportive environment. Feedback from participants and referrers has been extremely positive, and the programme is an important addition to our early intervention work.

As a registered charity, we rely on a mix of external funding and community support to sustain and grow our services. Our long-standing reputation for professionalism and compassion has helped us attract valued support from local funders, donors, and corporate partners. We are incredibly grateful for this continued generosity.

Youthline is governed by a committed Board of Trustees, who oversee the strategic direction of the charity. Our operational team includes five part-time staff members based at our counselling centre in Portman Close, as well as a small number of employed counsellors who support young people across the borough. At the heart of our organisation are our dedicated volunteers—counsellors, administrators, fundraisers, and receptionists—whose time and talent make our work possible.

To everyone who supports Youthline, whether through funding, volunteering, or advocacy, thank you. Your belief in our mission allows us to continue making a difference in the lives of local young people.

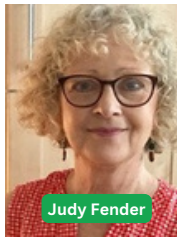
There are many ways you can get involved with our work. To learn more about our services or to support our charity, please visit: www.youthlineuk.com.

OUR TEAM 2024-25

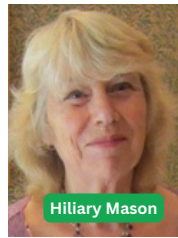
Trustees



Chair of Trustees



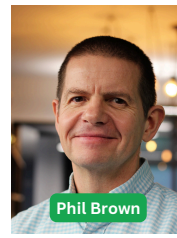
Treasurer



Hiliary Mason



Nidhish Parikh



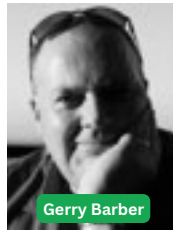
Phil Brown



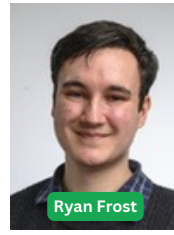
Oli Sylvester



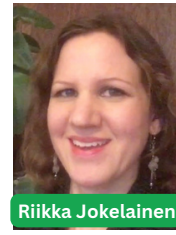
Katie Palmer



Gerry Barber

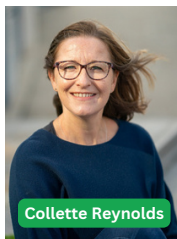


Ryan Frost



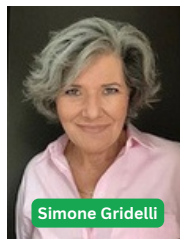
Riikka Jokelainen

Coordination and Young People Counsellors



Collette Reynolds

Head of Operations



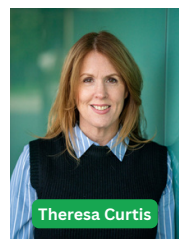
Simone Gridelli

Head of Counselling



Annabel Davies

Outreach/ Counselling Coordinator



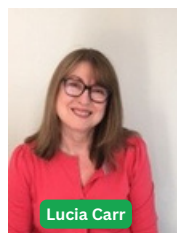
Theresa Curtis

Administrator



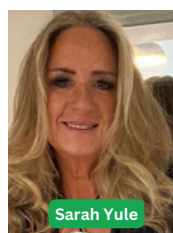
Gosia Hopley

Administrative Assistant



Lucia Carr

YP Counsellor



Sarah Yule

YP Counsellor



Sophie Hogan

YP Counsellor



Char Morgan

YP Counsellor

Counselling Team

Adam, Amber, Amelia, Andrea, Anna M, Anna T, Carly, Caroline C, Caroline W, Char, Charlotte, Corinne, Clara, Clare, Dara, Debbie, Diane, Elouise, Emily, Emma, Gabriela, Gemma, Helen, Kelli, Jemma, Jennifer, Jenny, Jill, Julia, Imogen, Karen, Lisa, Lucia, Lynne, Mac, Marta, Natalie, Neal, Neil, Nicki, Red, Rebecca, Reem, Rob, Sam, Samantha, Sammy-Jo, Sandra, Sarah L, Sarah Y, Shanice, Sherryl, Simi, Sophie, Stefano, Sundeep, Tina, Ulli, Vicky

Volunteer Administration & Fundraising

Anne, Emily, Fiona, Jenny, Lisa, Lynne, Mandy, Natalie, Ophelie, Sam, Samantha

Supervisors

Annie, Beverley, Joan, Johanna, Mac, Michael

TRUSTEES REPORT

This has been a transition year for Youthline as we deliver to our new contract requirements with Bracknell Forest Council and the Integrated Care Board (ICB).

Every year we see an ever-increasing demand on our service. What has been notable is the wide range and complexity of the challenges we find our young people being exposed to. We have adapted and changed to meet these needs and have a high confidence that we can continue to respond effectively.

Our priorities as Trustees

Our commitment as Trustees is to ensure that our services to young people are of high quality; accessible; free at the point of delivery; and safe and accountable. We also strive to demonstrate that we are effectively governed. These five objectives guide us in all the discussions that we have with our team throughout the year. We were aware that we needed to increase our Trustee Board and have welcomed three new trustees: Phil Brown, Riikka Jokelainen and Katie Palmer to our team which has added to our existing experience and depth of knowledge.

Quality and Outcomes

We ensure that quality is maintained through the rigorous way in which we approach the recruitment of the team; the operational framework and guidance that provides a sound and secure basis for practice; the strength of our management and clinical supervision; and our delivery of a comprehensive training programme. All of these are key to ensuring that we have a steady flow of volunteers asking to work with us.

In terms of outcomes, we use simple client-friendly measures to assess the improvement in our clients' emotional health and well-being: these continue to be excellent and are recorded later in this report. Young people continue to be signposted to us from a variety of agencies and our conversations with those professionals also confirm the positive impact that Youthline has on individual young people. The report of our Head of Counselling Services, Simone, will go into more detail on both of these areas.

Accessibility

We continue to maintain a good range of access points to our services. Portman Close has provided more counselling rooms allowing us to cater to a higher volume of younger people simultaneously, which has been crucial during periods of such high demand. It provides a warm and welcoming venue for young people which puts them at ease and makes them feel comfortable. We have had support for redecoration of rooms from several local companies. The reports that follow, in particular that of our Head of Operations, Collette, gives more detail of our reach, but in simple terms we saw 758 young people and delivered 6048 sessions during 2024/25.

This year saw the introduction of Group Work Sessions focusing on Stress & Worry, delivered both in schools and at Portman Close. These have been very well received, and we plan to develop these further over the next year.

Our work in schools continues to be well received and in high demand. We have responded to this and have increased our delivery offering more appointments within the school environment. We have counsellors in the majority of secondary schools in Bracknell Forest, the Special School and the Pupil Referral Unit, until its closure in August 2024. More detail of our work in schools is reported by our Counsellor and Outreach Coordinator, Annabel.

Funding

As you know, we provide a free service to young people. Occasionally parents or carers want to contribute but, in the main, we rely on the funding from our contract with BFC and ICB, grant funding from local councils, local companies and organisations, charitable trusts and the activities of our excellent fundraising committee, led by Theresa (who not only generate income, but keep our profile high in the local area). Extracts from our draft accounts are set out later in this Annual Report together with a report from the Fundraising Committee. Our delivery model enables a huge number of sessions to be available at a relatively low level of funding. We are an extremely cost-effective organisation and have many examples of where we have saved the need for statutory services to intervene.

We wouldn't have been able to achieve this however, without the continued support of our statutory partners Bracknell Forest Council, ICB, our school partners and local donors. We remain incredibly grateful for your ongoing support and collaboration and would also like to thank all that have provided us with funding. We have some fantastic examples of individuals, groups and companies who have provided Youthline with financial support over the last period and for this we are extremely grateful to all.

Youthline also provide a counselling service to adults who care for young people. We ask for a contribution towards the cost of the counselling session, which then helps to support our free counselling to young people.

Safeguarding

Being safe and accountable is key to the work that we do. We are accountable to our clients; we contract with them at the start of the process and are committed to supporting improvements in their health and well-being. The very nature of our activity means that we are usually working with vulnerable young people and increasingly with vulnerable adults. We maintain a rigorous approach to their safeguarding and to the safety and security of our team. The move to 'on-line' work and the delivery of the group work sessions presented some new issues to consider but our team developed robust protocols and have reinforced them in their regular training sessions with volunteers and placement students.

Governance and Accountability

We pride ourselves on being a well-run charity with effective governance arrangements. As Trustees, we never forget that we are dealing with public money and donations and have a duty to use our resources in line with our charitable objectives. We have very clear duties towards our staff and volunteers.

Thanks to our staff and volunteers

The Trustees are immensely proud of how our team and volunteers have continued to respond to the challenges faced this last year. Our principal asset is most definitely our people and here at Youthline we are very blessed in that respect. Anyone who encounters them will recognise what a huge asset they are to the organisation. We are delighted that our Head of Operations, Collette was recognised with a Silver Award in the Adult category at the Pride of Bracknell Forest Awards.

You will also see throughout this report, how much of what Youthline does depends on the goodwill of volunteers. There are many different reasons why our volunteers are motivated to work with us, but a common theme is that all of them want to make a difference to young people. Some of our volunteers are longstanding and others are with us for a shorter period. All make a positive contribution to our work and are an integral part of our organisation.

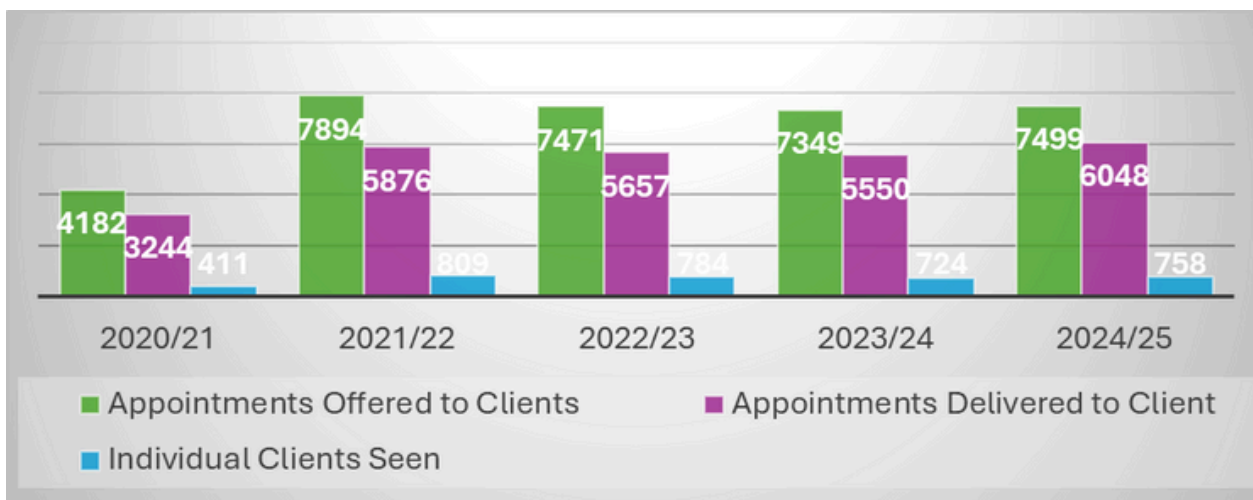
Youthline have been delivering a service to the young people of Bracknell Forest for the last 37 years we are extremely proud of this achievement and the longevity of the service.

We hope you enjoy reading the detail of our annual report and look forward to welcoming you at our AGM on 11th June.

The Trustees

HEAD OF OPERATIONS REPORT

Access to Counselling



This year, Youthline has continued to respond to rising demand with resilience, innovation, and care. Our services are operational six days a week from Portman Close, including evening and weekend sessions. Counselling is provided offering a blended service either face-to-face, online or telephone, ensuring accessibility for all preferences.

During 2024/25, we have been active in 11 secondary schools and specialist provisions across Bracknell Forest, to young people aged 12–25. As ever, we remain committed to our no-cost model for clients.

We are also proud to continue to provide a Low-Cost Adult Counselling Service, open to parents, carers, professionals, and adults working with young people within our community. This initiative provides accessible emotional support to those who may not otherwise be able to access private counselling. Sessions are offered at a reduced rate and are delivered by our trained and supervised volunteer counsellors.

To manage waiting times, we expanded group work delivery across schools and the community. These sessions focus on stress, worry, and emotional regulation. They've been highly rated by attendees and have proven effective in early intervention and prevention.

Operational Innovation: Lamplight and Technology Integration

2024–2025 has marked a digital transformation for Youthline. A highlight is the full implementation of the Lamplight client management system, which is now fully embedded in daily operations. Two significant system upgrades were introduced:

Safeguarding Module:

We now manage all safeguarding concerns within Lamplight. Staff can raise concerns securely, triggering an automated email and text to Safeguarding Leads. This end-to-end process ensures confidentiality, timely responses, and clear accountability. Actions are logged and reports generated.

Outcome Measures on Tablets:

Clients now complete wellbeing measures via Youthline tablets. These are directly uploaded into Lamplight, improving accuracy, reducing administrative workload, and enabling real-time tracking of outcomes.

Meeting Need and Planning for Growth

Despite offering over 7,000 sessions this year, demand for our services continues to exceed capacity, particularly among the 12–25 age group.

To address the growing waiting list, we have recruited an additional 14 placement student counsellors, while upholding our high standards of supervision and training. We have also improved our onboarding processes to enhance efficiency and support.

Recruitment is ongoing to ensure we consistently maintain a team of 55 active counsellors.

Community Presence and Young Ambassadors

Youthline continues to engage meaningfully with the Bracknell Forest community. We've had a presence at Bracknell & Wokingham College Freshers' Week, Bracknell Pride, school open evenings, and other events. We welcomed MP Peter Swallow to our service and strengthened partnerships with schools, charities, and local businesses.

Our Young Ambassador programme remains a point of pride. Ambassadors have delivered assemblies, advised on communications, and helped with outreach and fundraising. Listening Skills Training has enhanced their self-awareness and capacity to support peers. We're currently expanding the team and refining the induction pathway to harness early interest.

Facilities and Infrastructure

Thanks to continued support from Bracknell Forest Council and local businesses, Portman Close remains a safe, welcoming hub. Improvements this year include:

- Replacement of single-glazed windows
- Refreshed outdoor areas (thanks to Ascot Racecourse volunteers)
- Health and safety protocols have been reinforced, and we are always exploring further enhancements to accessibility and security.

Funding and Recognition

Youthline continues to build and maintain strong relationships across the Bracknell Forest community to support the mental health and wellbeing of young people. Thanks to our model, which primarily relies on dedicated volunteer counsellors, and the generous support of our funders, we are proud to continue offering our services free of charge to clients.

We are grateful for the funding we receive from parish and town councils, local businesses, charitable organisations, and trusts. Their ongoing support is vital to sustaining our work.

The level of community and corporate support over the past year has been truly overwhelming—not only in financial terms, but also through contributions that have enhanced our premises at Portman Close for the benefit of staff, volunteers, and clients.

We are thankful for the continued support of Bracknell Forest Council and the Frimley Integrated Care Board (ICB). Regular review meetings with both partners help ensure we meet contractual obligations while also providing a valuable platform to showcase the impact of our work.

Youthline would like to extend our heartfelt thanks to all the organisations, companies, and individuals whose generous donations and grants have secured funding for the 2024/25 period.

We were honoured to receive the Silver Charity of the Year Award at the 2024 Pride of Bracknell Forest Awards, along with a £500 prize. This recognition reflects the dedication of our entire team.

Special thanks go to:

Broadcom, who donated £952.03.

Safe Training Systems, for their generous £500 donation.

Duncan Yeardley, whose ongoing monthly contributions now total £9,500 since 2022. In addition to their financial support, their staff actively participate in fundraising events and have refurbished all our counselling rooms.

Public Health donated £10,000 to do a pilot project to deliver 10 sessions in schools and the community for Peer Led Group Work on 'Stress and Worry'.

We are in our second year of Berkshire Community Foundations anonymous donor who pledged £15,000 per year for three years, enabling us to fund a Young Person Counsellor to support up to 12 clients per week. Berkshire Community Foundation have also donated the tablets for our counselling rooms.

Lexicon Charity Fund, Abri Housing and Shanly Foundation all provided funding for targeted support for counselling sessions and group work.

Our sincere thanks also go to the Crowthorne Trust, who continue to subsidise the termly fees at both Edgbarrow School and Sandhurst School, helping us extend our reach to more young people in educational settings.

Mill Ride Golf Club chose Youthline as their Charity of the Year raising £13,000. We have been delighted to be part of the events by helping with raising funds through raffles, auctions, selling mulligans, completing the hole in the quickest time, coffee morning.

To all our supporters: your recognition of the work we do, and your financial and practical contributions, are deeply appreciated. You make it possible for us to continue delivering essential mental health support to young people and adults across Bracknell Forest.

Youthline remains committed to its mission, and we look forward to building on our success in the year ahead.

I was honoured to receive the silver Pride of Bracknell Forest Adult Award, which I was humbled to receive. It reflects the passion and commitment of our whole team, and I share it with every volunteer, trustee, and colleague.

Final Thoughts

Thank you to our Trustees, funders, staff, volunteers, young ambassadors, and partners. I am proud to lead our operations and excited for what we can achieve together in the year ahead.

Collette Reynolds



Bracknell Forest Council
The borough of opportunity

NHS

Frimley

Integrated Care Board

duncan
yeardley

THE
LEXICON
CHARITY
FUND



PRIDE OF
BRACKNELL
FOREST
AWARDS 2025



SHANLY
FOUNDATION



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make a difference in your community



MILLRIDE
GOLF & COUNTRY CLUB

Rotary



Club of
Easthampstead



BROADCOM®

Youthline

Highlights during 2024/2025



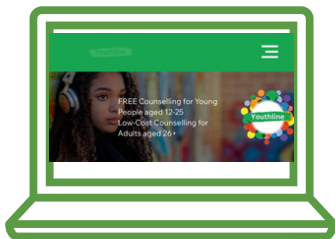
758

Individual
clients seen



7499

Counselling
sessions offer



972

Referrals

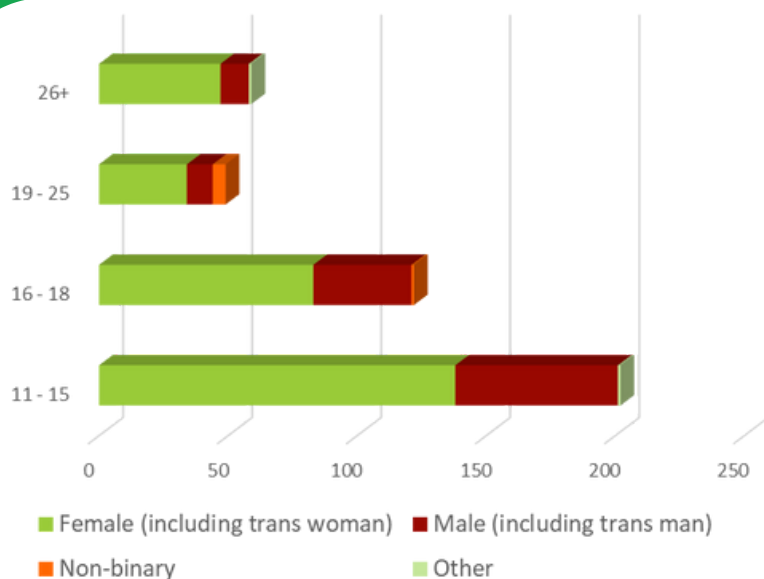


6

Stress & Worry
workshops
delivered
supporting **52**
Young People

Portman Close - Overview

Client Age & Gender



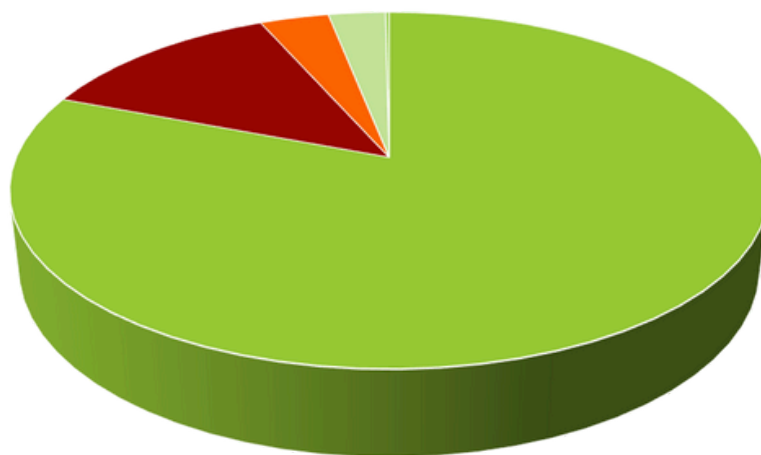
433 individual clients



4614 appointments

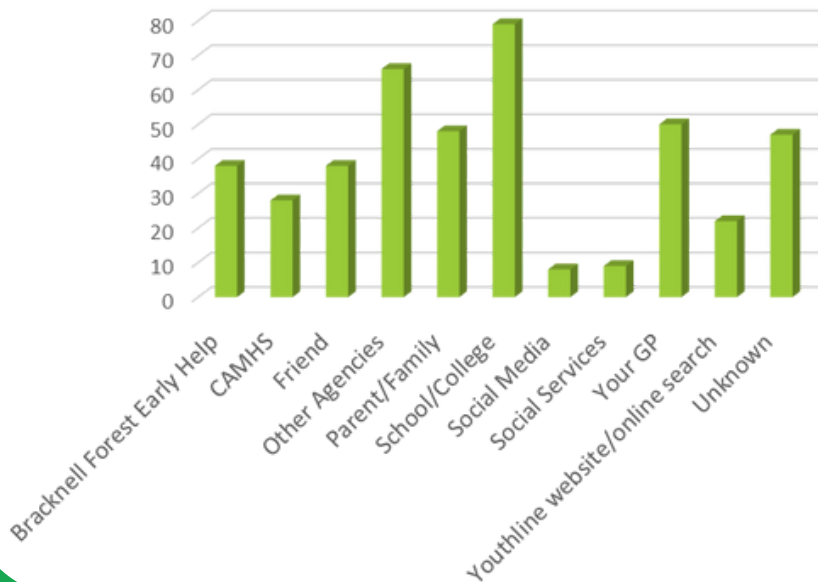
3730 sessions delivered

Appointment Breakdown



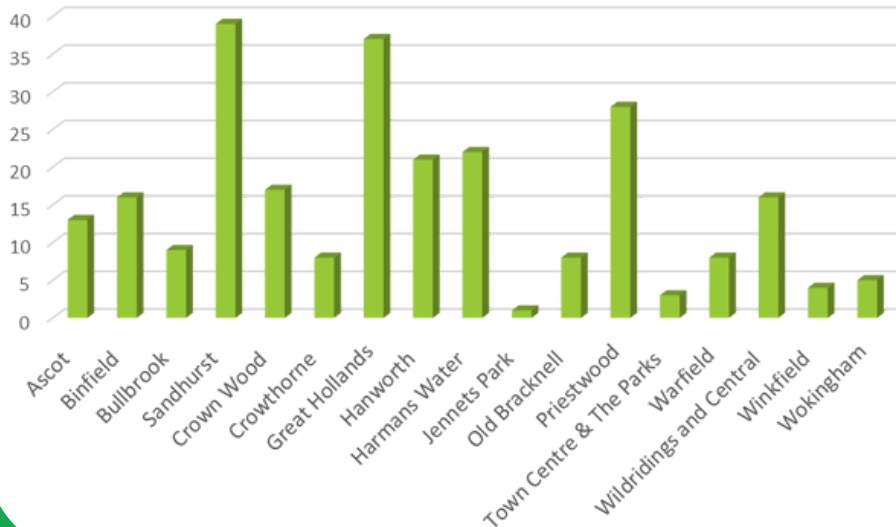
■ Attended ■ Client cancelled ■ Counsellor cancelled ■ No show ■ Youthline cancelled

Signposting to Portman Close



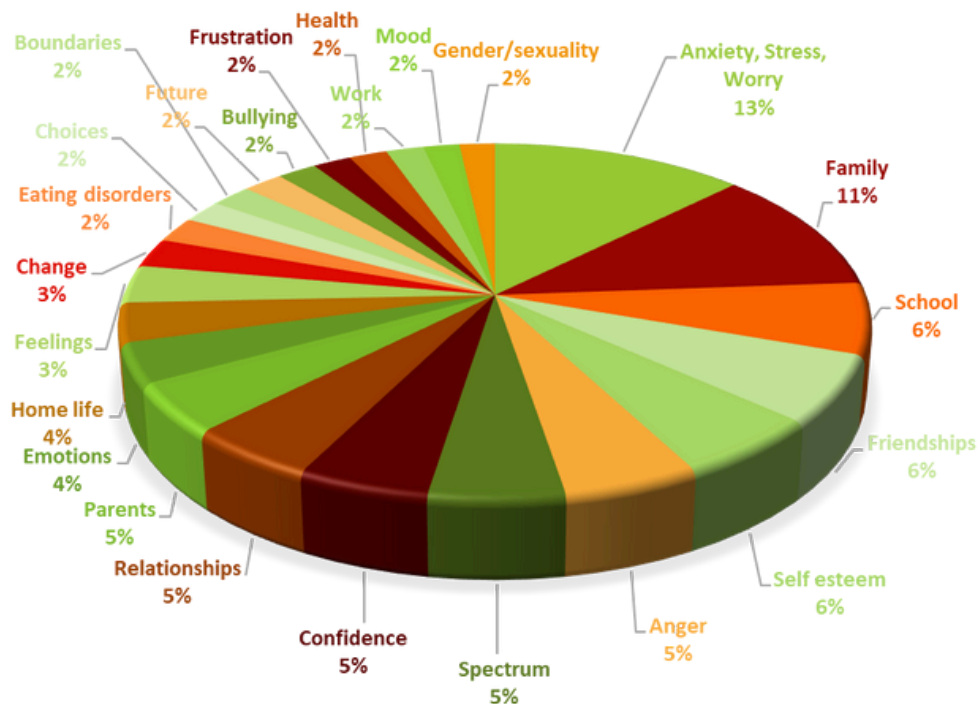
While we don't formally receive referrals, we consistently ask clients how they found Youthline. Most continue to come through family or schools, though we have seen a rise this year in contacts via GPs and other agencies. We promote our services through schools, GP surgeries and social media.

Portman Close Serving Clients Across Bracknell Forest



Issues Presented by Portman Close Clients

PORTMAN CLOSE TOP 25 PRESENTING ISSUES



Reasons for coming to counselling at Portman Close

When clients join our waiting list, we ask them to share why they are seeking counselling at this time. In their own words, clients tell us about the emotional challenges they are facing. Many report experiencing overwhelming anxiety or feelings of isolation. Some disclose engaging in self-harming behaviours or struggling with suicidal thoughts. These deeply personal accounts highlight the urgent need for support and the importance of timely access to counselling. These statements help us understand the issues affecting our clients and ensure we are offering the right support when it's needed most.



He struggles with concentrating at school and is struggling with his hormones.

My son is struggling to manage the differing feelings about the deaths of some of his relatives.

To talk to someone.

To manage certain emotions and feelings.

Constant low mood and feeling isolated.

Because of daily anxiety about going to school.

Young teenager, very worried about lots of things in her life

HEAD OF COUNSELLING REPORT

Introduction: A Generation Under Pressure

In a world that feels increasingly uncertain, young people today are growing up in conditions few previous generations could have imagined. They face the overwhelm of climate change, the unfiltered immediacy of social media and a cost-of-living crisis that touches nearly every home. For many adolescents, the turbulence of the outside world mirrors their internal journey – confusion, anxiety, frustration and hope, all tangled into one.

Where earlier generations may have found shelter in relative stability, today's young people witness war and disaster unfold live on their screens. They grow up with knowledge far beyond their years – and often, with the weight of it too. In the face of these challenges, Youthline remains a steady presence, offering a safe space for expression, healing and growth.

A Surge in Emotional Complexity

More than 6000 counselling sessions were attended in 2024/25. What we are seeing isn't just more young people reaching out; it's a shift in why they're coming. A significant number of young people present with emotional and psychological needs that are complex, but don't meet the threshold for referral to NHS Child and Adolescent Mental Health Services (CAMHS). For them, Youthline often becomes the first, and sometimes only, place where they feel understood and heard.

Anxiety and related behaviours remains the most commonly reported issue, but we are increasingly working with young people struggling with identity, self-worth and low self-esteem. Family breakdown, cultural pressure, isolation, and a fractured sense of safety all contribute to a more layered and urgent need for early intervention.

Commitment to Excellence in Care

As our services grow, so does our responsibility to ensure they remain safe, ethical, and of the highest quality. Our placement students, the lifeblood of our delivery model, are supported with comprehensive training programme and regular supervision. Every counsellor, whether trainee or qualified, receives professional guidance that ensures they work confidently and competently within their professional boundaries.

Our standards are firmly rooted in the principles of the British Association for Counselling and Psychotherapy (BACP). This year, we introduced targeted training sessions on consent, neurodiversity, and gender identity; areas that have become increasingly relevant in our work with young people.

Our service is not just about meeting professional benchmarks; it is about delivering a service that is kind, human, and responsive to the evolving needs of a changing generation.

Community at the Heart of What We Do

Youthline's role in the wider Bracknell Forest community has never been more essential. We have continued to build strong partnerships with local schools, GPs, and adolescent services, working together to create a more connected network of support.

Our presence at Bracknell Forest Borough Council meetings allows us to align our services with the borough's mental health strategy. Through school-based group work and one-on-one counselling in educational settings, we are reaching more young people where they are — before crises escalate.

At the same time, our efforts to raise awareness about Youthline's services through local events, newsletters, and community outreach have significantly expanded our visibility.

Sustainability: Supporting Minds and the Planet

Mental health and environmental health are deeply interconnected. Many of our young clients speak about climate change not as a distant concern, but as an immediate source of anxiety. That's why we've made a conscious effort to reflect our values not just in our therapy rooms, but in the way we run our organisation. We have significantly reduced our paper usage, adopted digital case systems and encouraged staff and clients to consider their environmental impact. Our goal is simple: to model resilience not only in our counselling work, but in how we exist as an organisation within the wider community.

Sustained by Our Supporters

None of our work would be possible without the financial and moral support of our stakeholders. We are deeply grateful to Bracknell Forest Council, our Parish partners, local schools and private donors who continue to believe in the work we do.

Your commitment enables us to offer a free, accessible, high-quality service to those who need it most — not just for today, but for the future.

Looking Forward: Our Vision for 2025/26

Next year, we will continue expanding our services to meet the growing demand.

This includes:

- Introducing hybrid and digital counselling to widen access.
- Launching peer-support groups for young people struggling with social isolation.
- Further strengthening our links with CAMHS, GPs, and social care providers.
- Training more placement students to ensure we meet rising demand without compromising quality.
- Securing sustainable funding that allows us to grow responsibly and continue serving the most vulnerable in our community.

Our mission is clear: to stand beside young people through their hardest moments and to help them discover the strength and clarity they need to move forward.



COUNSELLING & OUTREACH COORDINATOR REPORT

COUNSELLING IN SCHOOLS

This year has been one of continued growth for Youthline's Outreach Service. With 11 dedicated counsellors working across 11 partner schools, we have brought accessible, in-school mental health support directly to young people who need it most. The schools served are; College Hall, Brakenhale, Edgbarrow, Garth Hill College, Kings Academy, Kings Academy Easthampstead Park, Kennel Lane, Ranelagh, Sandhurst, The Rise@GHC, and St George's Ascot.

Apr 2024-Mar 2025			Apr 2023-Mar 2024			Apr 2022-Mar 2023		
Sessions Delivered	No. of schools	No. of counsellors	Sessions Delivered	No. of schools	No. of counsellors	Sessions Delivered	No. of schools	No. of counsellors
2318	11	11	2130	11	11	2134	11	11

Growing Demand and Consistent Value

The demand for school-based mental health services remains high, with all participating schools maintaining waiting lists throughout the year. Our longstanding relationships and consistent year-on-year requests for support reflect the deep value schools place on Youthline's presence.

We continue to champion the belief that every young person deserves timely, meaningful mental health support. This year, tailored interventions were delivered to meet the unique needs of specialist schools such as Kennel Lane, The Rise at Garth Hill College, and College Hall, with targeted input from our specialist young person counsellors.

Supervision, Training, and Development

Youthline remains committed to delivering a high standard of care through continued learning and reflective practice.

All school counsellors receive monthly supervision (individual and group) to ensure ethical, safe, and effective support. Throughout the year, counsellors accessed targeted workshops addressing key youth mental health issues. We supported attendance at the Annual School Counselling Conference at Wellington College, where counsellors explored topics including anxiety, neurodiversity, low mood, and relational difficulties.

Peer-Led Group Work

In response to rising levels of anxiety and stress, Youthline secured Public Health funding to expand our Peer-Led Group Work programme across 7 local schools. A specially trained team of group counsellors created safe, inclusive spaces where students could share experiences and build resilience.

Six-week group sessions focused on emotional regulation, stress, and wellbeing. Delivered at: Kings Academy Easthampstead Park, Sandhurst School, Edgbarrow School, and Garth Hill College. 100% of participants reported an improvement in their emotional wellbeing following participation.

Mental Health Assemblies

To break down stigma and increase awareness, Youthline delivered a series of school assemblies, including to Year 6 students preparing for secondary school. Assemblies outlined our services and how to access support. Co-delivered by Youthline Young Ambassadors, bringing a peer-led perspective to the conversation. These sessions played a key role in normalising mental health discussions and encouraging early help-seeking.

Safeguarding and Crisis Support

Safeguarding remains a central focus of our Outreach Service. We work closely with Designated Safeguarding Leads (DSLs) at each school to protect young people at risk. Our collaborative approach ensures timely responses and prioritises student wellbeing.

33 safeguarding referrals were made this year, covering 50 separate concerns.

Inter-agency Collaboration and Community Integration

Youthline continues to play an active role in Bracknell's wider support network. This year we participated in weekly Early Help/Getting Help referral meetings, facilitating quicker access to the right support. We engaged in Mental Health Support Team (MHST) consultations across some partner schools, improving communication and co-ordinated care. This strengthened ties with local mental health services to ensure integrated, holistic support for young people

SCHOOLS OVERVIEW



Ranelagh School
VALUES - TRADITION - VISION - EXCELLENCE



Kennel Lane School
Valuing Achievement
Encouraging Independence



**King's Academy
Easthampstead Park**

**ST GEORGE'S
ASCOT**



Sandhurst School
the opportunity to succeed



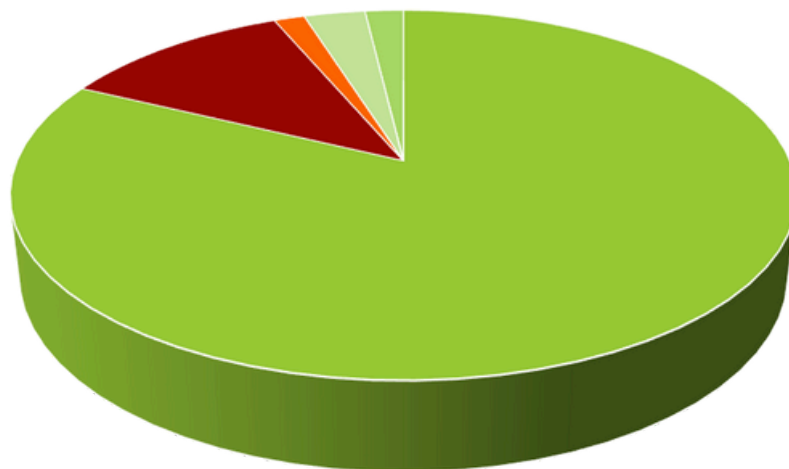
11 schools



2318 appointments

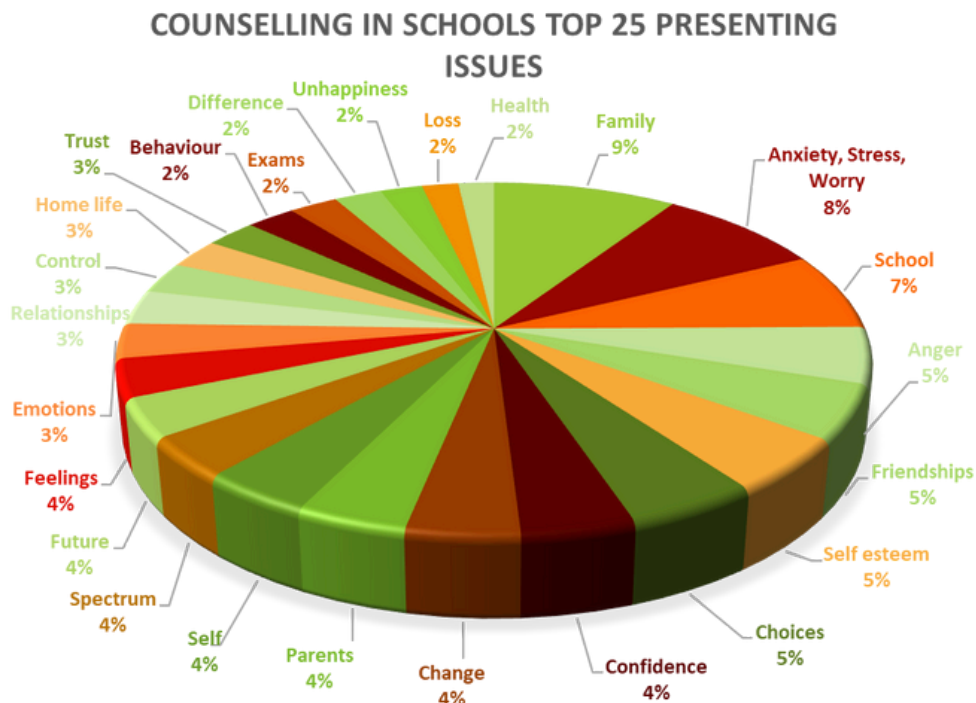
339 Individual
clients
seen

Schools Appointment Breakdown



■ Attended ■ Client cancelled ■ Counsellor cancelled ■ No show ■ School cancelled

Issues Presented by School Clients



Summary of Key Themes in Client Work

The counselling space frequently reflects the complex emotional and developmental challenges faced by young people. A prominent theme is relationships, including dynamics with family, parents, and friendships. Anxiety, stress, and worry consistently emerge as central issues, often linked to the pressures young people face in daily life.

Another core area involves emotional expression and self-understanding, where clients explore their feelings, develop emotional literacy, and build confidence. School-related pressures, such as exams, academic choices, and uncertainty about the future, also feature regularly in sessions.

Clients often bring emotions such as anger, unhappiness, grief, and the impact of change or loss into the counselling space. Additionally, neurodiversity and individual differences are increasingly discussed, with many clients seeking understanding and support in navigating their unique experiences.

COUNSELLING AT PORTMAN CLOSE

At our community hub in Portman Close, Youthline has continued to provide vital therapeutic support to young people, their families, and professionals across the community. This year, we have seen increasing complexity in referrals—and have responded with tailored, compassionate care.

A Skilled and Committed Team

Our team of 38 counsellors, including final-year trainees, qualified volunteers, and three specialists trained to work with under-16s, generously contribute their time and expertise to support our clients. Each brings unique skills, shared values, and an unwavering commitment to young people.

Increasing Complexity and Need

Demand has grown, with many clients presenting complex, multi-layered challenges. The option to offer up to 24 sessions has been key in allowing clients to process difficult experiences at a meaningful pace.

Ongoing Training and Supervision

All counsellors receive monthly group supervision to support reflective and ethical practice. Year-round training sessions address issues such as family breakdown, school stress, anger, consent, relationships, confidence, and self-esteem. These sessions help counsellors stay equipped to meet the evolving needs of the young people we serve.

Community-Based Group Work

To further reduce waiting times and support early intervention, we launched three group work programmes in the community, thanks to Public Health funding.

Group work is offered to clients awaiting one-to-one counselling and those interested in group work directly. Sessions focus on developing coping strategies, emotional literacy, and resilience. Many participants report positive change and no longer require further support, while others continue with 1:1 support as needed and describe feeling better equipped to access and communicate their emotions to support their counselling sessions.

Safeguarding in Practice

Safeguarding remains at the heart of our work.

35 referrals were made to MASH (Multi-Agency Safeguarding Hub), addressing 70 distinct concerns.

Counsellors receive ongoing safeguarding training and follow clear, robust procedures. We continue to liaise closely with MASH and Early Help Teams to ensure each concern is acted on appropriately and effectively.

Supporting Adults in the Community

Alongside our work with young people, Youthline continues to provide vital support to parents, carers, and professionals who play a key role in the lives of young people. Through our Portman Close service, we offer up to 24 one-to-one counselling sessions to adults navigating challenges related to parenting, caregiving, or working with young people. Over the past year, we have seen a steady increase in demand for this service, highlighting the growing need for emotional support among adults in the community. In response, from October 2024, this strand of our service has transitioned to a low-cost counselling model. This change ensures continued access to quality support for adults, while also contributing to the sustainability of our free counselling provision for young people aged 11–25.

Annabel Davis



CLIENT FEEDBACK



The people I encountered at Youthline have been amazing. Soon after filling in some initial details online, I received an email suggesting some start dates for my counselling. The process was easy and the communication from the admin team was excellent. I wanted to reach out for help as I was going through a divorce and the notion of meeting my counsellor for the first time seemed quite daunting. However, right from the start, my counsellor made me feel so relaxed, that I was able to open up and share some difficult things without feeling uncomfortable. My counsellor was professional, helpful and listened very well, allowing me the freedom to express my thoughts and feelings.

My experience with Youthline has been invaluable and helped me loads. I would highly recommend Youthline to anyone who needs counselling.

I felt seen and heard
for the first time.

Counselling helped me
feel comfortable and
supported on my journey.



Work Experience

I thoroughly enjoyed my time at Youthline and couldn't be more thankful for the opportunity. I have taken everything I wanted to from it and more. You all created such a safe and comfortable environment for me which is really appreciated. I gained experience I wanted to and had a super fun time. **YEAR 12 STUDENT**

Just being able to talk to somebody
and NOT being told what to do.

Being able to put my feelings into words.

When I met you I was by the side of the
road and now I am on the road moving forward.

Understanding other people's views - I am now
less angry.

Knowing it is a safe place.

Group Work

- It helped me understand my emotions better
- I have learnt coping mechanisms
- Talking about stress, the situations I experience it and how to cope with it.
- Talking to others with a similar experience

ANNUAL ACCOUNTS

Youthline Ltd

Company number 4042477

Registered Charity 1096248

Annual accounts for the year ended 31 March 2025

DRAFT subject to independent review

Statement of Financial Activities (including Income & Expenditure Account)

		Unrestricted funds £	Restricted income funds £	Total this year £	Total last year £
Incoming Resources					
Donations and Grants	Note 2	154,464	-	156,464	157,094
Other Income	Note 2	66,504	-	66,504	61,960
Interest Received		527	-	527	492
Total income resources		223,495	-	223,495	219,546
Resources expended					
Direct charitable activities	Note 3	201,359	-	201,359	191,258
Support costs for charitable activities	Note 3 Note 3a	27,148	-	27,148	37,956
Governance costs		1,651	-	1,651	841
Total resources expended		230,158	-	230,158	230,051
Net incoming/(outgoing) resources before transfers		-6,663	-	-6,663	-10,509
Gross transfers between funds				-	
Net incoming/(outgoing) resources before other recognised gains/(losses)		-6,663	0	-6,663	-10,509
Other recognised gains/(losses)		-	-	-	-
			-		-
Net movement in funds		-6,663	-	-6,663	-10,50
Total funds brought forward		59,039	-	59,039	69,548
Total funds carried forward		52,376	-	52,376	59,039

ANNUAL ACCOUNTS

Youthline Ltd

Registered Charity 1096248

Company number 4042477

DRAFT subject to independent review

Balance sheet for the year ended 31st March 2025

		Unrestricted funds £ FO1	Restricted income funds £ FO2	Total this year £ FO4	Total last year £ FO5
Current assets					
Debtors	Note 4	27,680	-	27,680	-
Cash at bank and in hand		65,364	-	65,364	89,829
		93,044	-	93,044	81,829
Creditors: amounts falling due within one year					
	Note 5	40,668	-	40,066	30,790
Net current assets/(liabilities)		52,376	-	52,376	59,039
Total assets less current liabilities		52,376	-	52,376	59,039
Creditors: amounts falling due after one year					
		-	-	-	-
Net assets		52,376	-	52,376	59,039
Funds of the Charity					
Unrestricted funds	Note 6	52,376	-	52,376	59,039
Restricted income funds	Note 6			-	-
Total funds		52,376	-	52,376	59,039

Audit exemption statement For the year ended 31st March 2025, the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit of its accounts for the year in question following section 476 of the Companies Act 2006.

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

These accounts have been prepared following the provisions applicable to small companies subject to the small companies regime and in accordance with FRS102 SORP.

ANNUAL ACCOUNTS

Notes to the Accounts (continued)

Note 2 Analysis of incoming resources						
				Restricted income -IWillFund	Total this year	Total last year
				£	£	£
Donations and Grants	Donations - Town and Parish Councils		14,950		14,950	16,700
	Donations - Corporate		5,841		5,841	17,657
	Donations - Local Giving		1,525		1,525	1,028
	Donations - Other		7,032		7,032	3,574
	Grants - Bracknell Forest Borough Council		104,000		104,000	103,135
	Grants - Other		1,116		1,116	2,500
	Grants - Berkshire Health		6,000		6,000	-
	Grants - Berkshire Community Foundation		16,000		16,000	12,500
		Total	156,464		156,464	157,094
Other income	Schools		50,352		50,352	50,059
	Training		334		334	3,194
	Fundraising		15,818		15,818	8,707
		Total	66,504	-	66,504	61,960
Note 3 Analysis of resources expended						
			Unrestricted funds	Restricted income -IWillFund	Total this year	Total last year
			£	£	£	£
Direct charitable activities	Salaries		177,590		177,950	160,057
	Supervision		20,805		20,805	23,260
	Training		2,593		2,593	7,162
	Travel and incidentals		-		-	687
	Counselling resources		371		371	92
		Total	201,359		201,359	191,258
Support costs for charitable activities	Heat, light, power, water		7,996		7,996	7,931
	Subscriptions		578		578	514
	Printing, stationery and consumables		930		930	700
	Cleaning		2,863		2,863	2,866
	Advertising, phones, IT		9,955		9,955	18,499
	Miscellaneous		2,039		2,039	3,382
	Premises expenses		2,787		2,787	4,064
		Total	27,148		27,148	37,956
	Governance costs Note 3 (b)	Total	1,651		1,651	841

Fundraising Report

At Youthline, fundraising is not just a necessity — it's a lifeline that enables us to continue supporting young people across Bracknell Forest who are struggling with their mental health. With a very small team and limited resources, we continue to rely on the dedication and creativity of our supporters to help us make a difference. Throughout 2024/25, we have been deeply moved by the passion, generosity, and determination of individuals, community groups, and businesses who chose to raise funds in aid of Youthline. Their efforts not only help keep our service running — they remind us that we are not alone in our mission.

- **Andy from Sears took on the challenge of a half marathon, raising vital funds and awareness for Youthline through his determination and community spirit.**
- **Binfield Club kindly hosted a quiz night, bringing people together in a fun and relaxed atmosphere to support our cause.**
- **Our wonderful volunteers took part in the Bracknell Together Walk, proudly representing Youthline and helping to raise both funds and awareness.**
- **Bucket collections held throughout the year gave our supporters a simple and effective way to contribute. A special thank you to Tesco Warfield for kindly allowing us to hold collections in-store, especially during the busy Christmas period. We're also incredibly grateful to Monika, whose festive fancy dress brought smiles and helped draw in generous donations from shoppers.**
- **The Big Give and Kind 2 Mind challenges saw fantastic support from individuals and businesses who generously contributed to our fundraising targets.**
- **Garth Hill School selected Youthline for one of their mufti days, engaging students and staff in a meaningful way to support young people in their local area.**
- **Kelli completed an incredible 500km sponsored bike ride, pedalling with purpose and helping to fund the support we offer to others.**
- **Richard, a long-time supporter, took on the iconic London Marathon, showing immense strength and dedication in every mile run.**
- **Hannah, a former Youthline client, bravely stepped into the ring for an Ultra White Collar Boxing challenge, turning her personal journey into a powerful statement of support.**
- **Abbie committed to walking 300,000 steps during June, proving that consistent small steps can make a big impact.**
- **Our Summer Online Auction brought together donated items and experiences to raise funds through the generosity of the community.**
- **Bracknell Flames Over 40s Netball Club celebrated their league win by donating to Youthline — a thoughtful gesture that turned victory into community impact.**
- **Wokingham Theatre hosted a charity evening in support of Youthline, bringing culture and kindness together for a night to remember.**
- **Maxica raised funds as part of their team's 10k run, showing how businesses can rally together to support mental health.**
- **A huge thank you to Voices Anon, a talented choir based in Maidenhead, whose wonderful Christmas concert raised an incredible £1,257.24 in support of Youthline.**

- The Quince Players generously raised funds for Youthline through their Christmas pantomime, helping to bring seasonal joy and meaningful support to our work.
- Numerous local businesses contributed prizes for our raffles, helping to create exciting fundraising opportunities throughout the year.
- Thank you also to Rock Choir, who brought festive cheer and support with a beautiful performance at The Lexicon, raising £143.38 through a bucket collection.

A special thank you to **Duncan Yeardley**, whose support since February 2022 has gone above and beyond. Their total contributions now exceed £9,000, and their team continues to champion Youthline in the community – from supporting events and making regular monthly donations to painting and refreshing our counselling rooms. Their generosity has made a real difference to the young people we support, and we're incredibly grateful for their ongoing partnership.

We would like to end this year's report with a special thank you to **Mill Ride Golf Club**, who selected Youthline as their Charity of the Year. They launched their support with a fantastic Captains' Day and Santa Run, and have continued to fundraise throughout the year with a range of events, showing an ongoing commitment to helping young people in Bracknell Forest.

Each fundraiser, donation, event, and shared story this year has helped us reach more young people with vital support. We never take that for granted. To all the individuals, groups, and businesses who chose to stand with Youthline – thank you. Your support helps us to keep showing up for young people when it matters most.



Theresa Curtis