



The Eikon Charity
Annual Report and Financial Statements
2019/20

*Inspiring
young
people,
transforming
lives*



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Special thanks



Our year at a glance



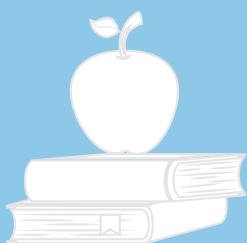
Our one-to-one face-to-face support made a difference for **4,060** children and young people



We supported a further **3,192** children and young people and their parents or carers at **72** group work sessions or events



We trained **612** children as wellbeing ambassadors, impacting **9,800** students



Our SMART programmes reached **297** schools – **46,000** students



48 volunteers supported children and young people by mentoring and running youth clubs and lunch clubs



97% of young people showed a partial or full positive change towards achieving their goals



At the end of the year, **42** staff were employed to support Eikon's work for children and young people

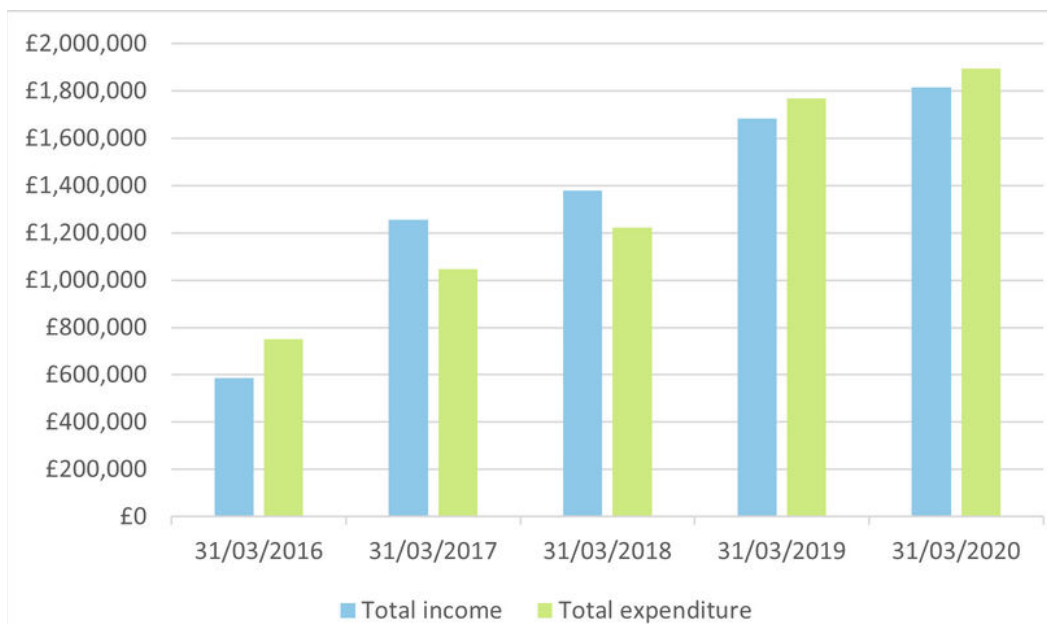


Our income grew by **7.8%** thanks to a strong fundraising performance



Together with income from government contracts this meant we could spend **£1,895,341** across our services to give vulnerable young people the resilience to overcome challenges they face

Our five-year trajectory



Chair and CEO's overview of the year



We're very pleased to report another successful year for the charity that saw us grow as an organisation in size, scope, and depth. Financially, 2019/20 was a challenging year for many charities. However, we are pleased with our financial performance. Our investment in fundraising has paid off. Increasing our income is vital if we're to meet increasing demand.

But we are also working to reduce demand. Investment in prevention and early intervention innovation is key to this. The right help at the right time heads off more serious problems. During 2019/20 we continued our work to influence systemic change, working with commissioners, partners, and school leadership teams to seek a cultural shift toward prevention.

Transformation in the way services are run is equally vital. Building on our track record in innovation, we are now investing more in digital delivery of services for young people. The impact of the Covid-19 crisis at the end of our financial year showed the vital importance of having the capabilities to adapt services to changing circumstances. We are pleased to report that our investment earlier in the year in training and equipping staff to work remotely meant we could respond quickly and effectively.

The unprecedented events of the crisis have had a huge effect on children and young people. They have impacted those already struggling with learning, relationships or wellbeing. We have also seen a spike in new referrals of children struggling with their mental health. In some cases, the events have led to serious self-harm and suicide attempts.

We take this extremely seriously and have worked hard to ensure we remain connected and available to children and young people throughout the crisis.

The work of Eikon began in 1995, and we are as determined now as we were 25 years ago to ensure that we build resilience in young people so they can face life's difficulties and have hope for the future.

Our approach is to make services for young people relational and more accessible. Creating a relationship between a young person and at least one adult role model is the key to success. During 2019/20 we continued to encourage more organisations across Surrey and beyond to adopt this approach through short and long-term support.

We are extremely grateful for all the support we received during the year, both financially and through the contribution of our volunteers and staff. Without their time and skills, our work with children and young people would not be as extensive and successful as it is.

Nigel Goddard
Chair of Trustees



Chris Hickford
Chief Executive



About The Eikon Charity



The need

Today, thousands of young people in Surrey and beyond are suffering from or at risk of neglect, physical harm, mental illness, going hungry, homelessness or exclusion from school – or live with parents with health and wellbeing challenges.

The Children's Commissioner's childhood vulnerability report examines rates of childhood vulnerability and trends over time. In 2019, the report estimated that 2.3 million children in England were living with risk because of a vulnerable family background, and 829,000 of these were 'invisible' to services.¹

The unprecedented events of the crisis have had a huge effect on children and young people. They have impacted those already struggling with learning, relationships or wellbeing. We have also seen a spike in new referrals of children struggling with their mental health. In some cases, the events have led to serious self-harm and suicide attempts.

In Surrey alone, a projected 38,360 children live in a household where an adult is suffering from alcohol/substance misuse, domestic abuse or mental health problems.² The Children's Commissioner states that these issues have been shown to put children at notable risk of immediate harm as well as having a detrimental impact on their later life outcomes.

¹ <https://www.childrenscommissioner.gov.uk/report/childhood-vulnerability-in-england-2019>

² <https://www.childrenscommissioner.gov.uk/vulnerable-children/children-in-families-at-risk-local-area-maps>

"I want all children to have the brightest future possible. I will advocate for positive change for all children and particularly those who are most disadvantaged."

Anne Longfield
Children's Commissioner for England

The difference we make

The Eikon Charity works with thousands of young people across Surrey and beyond to improve their emotional wellbeing and mental health, helping them to learn vital life skills and become more resilient, and improve their life chances.

We work with schools, communities, health and social care and other organisations to put young people first. We ensure young people are actively involved in the design, delivery, and evaluation of our work so that our services work for them.

In 2019/20, **97%** of the young people we supported showed a partial or full positive change towards achieving their goals.



Eikon takes a young-person-centred approach; we are proactive in our work and seek to resolve the root cause of problems. We provide intensive, unconditional support for young people when they need it for as long as they need it.

Our work improves school attendance and results, helps children to become more confident and able to tackle the challenges they face, prevents unnecessary harm, and even saves lives.

We want more children that need it to be able to access the high-quality support we provide and are committed to making that happen.

Our values

***We** always put young people first*

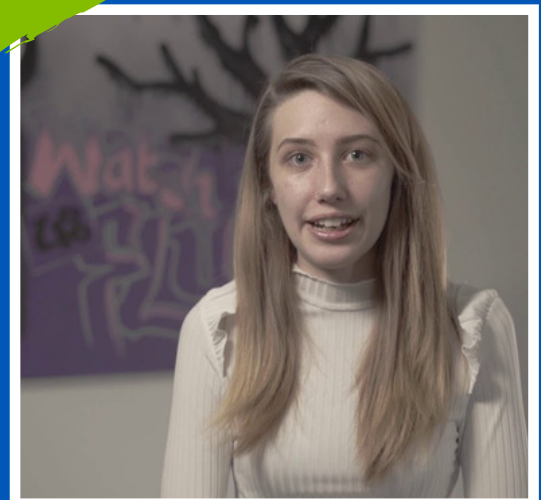
***We** are dedicated to excellence*

***We** lead with courage, resolve, and by example*

***We** make every penny, every moment count*

"I can't thank Eikon enough for everything they've done, every course they've put me on, every one-to-one session I've had, every time they've come and spoken to me when they didn't have to speak to me but carried on pushing. Without them I really don't think I'd be where I am today or who I am today. And I honestly don't think I would've even been here today if it wasn't for them."

Chloe, Eikon Service User



Activities and performance

Schools



Youth specialists

6 youth specialists
in 5 Surrey
secondary schools

Whole school approach to wellbeing (SMART Schools)



We worked directly with **100** members of
school leadership teams in **21** schools



9 primary schools, **10** secondary schools, **3** special
educational needs and disabilities schools



Reaching up to **12,300** pupils

Wellbeing ambassadors (Head Smart)

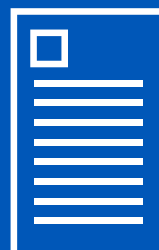


Wellbeing
ambassador
sessions were
delivered to **30**
Surrey schools

We worked
directly with
612 students

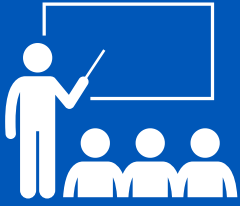


The programme
impacted up to
9,800 students



Our wellbeing
newsletter helps
1,035 school staff
to better support
children and
young people in
237 Surrey schools

Resilience resources (Smart Moves)



246 schools
(**90%** of Surrey total)
have had either face-to-
face or online training
since Smart Moves began
in 2016

177 primary schools
(**82%** of Surrey total)
ordered Smart
Moves books



52 secondary schools
(**91%** of Surrey total)
ordered Smart Moves books

Reaching approximately
22,600 pupils across Surrey



In 2019/20, we further developed our 'whole school approach' in Surrey schools, which aims to embed emotional wellbeing and mental health across the entire school.

We appointed a schools partnership manager to manage a designated schools team and build our area of work, providing a lot more opportunity for supporting schools both in Surrey and beyond.

Youth specialist programme

Our youth specialist programme places fully qualified youth work or education professionals into secondary schools on a full or part-time basis. The youth specialists become embedded within the school community and are well placed to identify at-risk young people. Youth specialists are in place in five schools across Surrey: Broadwater, Farnham Heath End, Kings College, Three Rivers Academy and Fullbrook.

Mentoring

Our one-to-one mentoring services at Collingwood College, Kings College and Farnham Heath End School continued their invaluable work, supporting 42 young people in 2019/20. Our volunteer mentors spend an hour each week onsite at the schools, supporting young people who are struggling with issues such as bereavement, family breakdown, mental health or behavioural problems. During the year, the mentors brought valuable experience that included teaching, training, coaching, and counselling, which helped in their roles supporting young people. We hope to extend this service by recruiting more volunteer mentors in the next year.

Whole school approach to wellbeing (SMART Schools)

SMART Schools supports Surrey state schools in transforming their approach to the wellbeing of the school population. Eikon's SMART innovative educational approach encourages school leadership teams to reflect on and change their approach to wellbeing. We provide different levels of support and resilience and wellbeing resources, depending on the needs of each school. During 2019/20, we enabled 21 schools to make a

In Kings College Guildford we were able to fund a youth specialist supporting vulnerable students thanks to grants from Guildford Poyle Charities.

"Everybody at Kings really values the Eikon service provided by their youth specialist, Sarah. She has worked with our most vulnerable students joining year 7 and continued to build their confidence and self-esteem through lunch clubs, after school clubs and one-to-one phone check-ins. Our most deprived students who would not otherwise have had these opportunities, now have a belief that they are valued and can access the same opportunities as any other student in Guildford. This is a huge step for the young people in our community."

**Anna Wallis
Vice Principal, Kings College Guildford**

"Eikon has been awarded a grant by Guildford Poyle Charities to support a youth specialist at Kings College. The specialist is intended to have a positive impact on the emotional wellbeing of pupils."

Guildford Poyle Charities



valuable assessment of their current practice and consider how wellbeing underpins all aspects of school life.

Resilience resources (Smart Moves)

Smart Moves®, created by Eikon in partnership with Brighton University Centre for Health Research and Boingboing resilience support, is a programme of short sessions initially designed to support young people experiencing anxiety in their transition from primary to secondary school (years 6 and 7). In 2019/20, following school feedback, we also developed Smart Moves for year 10 and Smart Moves for sixth form. Our resources continued to be in demand across 30 different counties in the UK.



Wellbeing ambassadors (Head Smart)

Our peer-led wellbeing ambassador programme, Head Smart (funded by Mindsight Surrey CAMHS), trains students to become wellbeing ambassadors in their school. Eikon provides short training sessions for ambassadors to think about mental health and practical activities to promote positive wellbeing. The ambassadors use this training to support younger students in need. In 2019/20, we continued to receive excellent feedback from the Surrey schools who are running our programme.



"Year 5 really enjoyed the wellbeing training and came back feeling inspired to share the '5 Ways to Wellbeing' with the rest of the school. All the pupils really enjoyed having the opportunity to consider the five ways in depth and to think about it from their own perspective before sharing with others. They loved the games and bingo in particular and thought that these would be great to share. The opportunity to action plan was much appreciated and to think of engaging ways to support wellbeing. Thank you."

Claire Birkett
Teacher, New Monument Primary

"Thank you so much for all your resources, and for the excellent training. I have trained our year 8 wellbeing ambassadors today – 20 of them! It was fantastic! Your expert help made for a smooth training session and the year 8s definitely left knowing what the '5 Ways to Wellbeing' are. They also had some superb ideas as to how to help the year 7s next year. Thank you so much."

Ali Barnes
Teacher, Blenheim High School



Activities and performance

Communities



Community youth work

We supported **179** children and young people at youth clubs throughout Surrey



One-to-one Early Help for Surrey County Council

We provided intensive Early Help work for **85** children to identify and address problems before they escalated



LGBT+

623 children, young people, parents and professionals were supported through our LGBT+ work

The needs of the communities we serve are changing and we are adapting accordingly. We have begun a review into how we can best support children and young people in community settings, making the most of existing assets and successful approaches to meeting their needs. What we learn will help shape the future of our offer to children and young people in Surrey.

In 2019/20 we worked with a diverse range of children and young people in a number of settings.

Community youth work

Our youth teams work in partnership with community organisations to deliver services for children and young people.

These include sessions at youth centres involving arts and crafts, cooking, and sports that provide a safe place to discuss and address issues such as anti-social behaviour, substance and alcohol misuse, social skills, and relationships. The drop-in sessions are designed to promote wellbeing, create goals, build resilience, and develop social, emotional, and practical life skills. A youth work curriculum incorporates nationally themed awareness events to encourage discussion and support young people's understanding of themselves and their community.

During the year, the team worked closely with children and young people and local organisations, including the police and housing associations, to understand the real need in the



community. In response to the identified need, we supported young people through open-access youth centre sessions and outreach support. In Spelthorne and Elmbridge alone our youth workers ran three weekly drop-in sessions at youth clubs and one weekly outreach session to support children and young people in ways that would provide the most benefit to them.

LGBT+

LGBT+ young people are amongst the most marginalised and therefore vulnerable. During 2019/20, our dedicated LGBT+ youth worker continued to develop Eikon's LGBT+ programme, iAmMe, which supports young people, families, and professionals. iAmMe provides support, information, and guidance when needed and offers a safe space for LGBT+ young people aged 13-18 to meet and socialise. In the year, we extended our services and police, teachers, and health professionals provided ongoing coordinated support. Regular activities included a fortnightly youth club, a monthly peer parent support evening, and a trans-inclusive session.

Hedgehog Street

Young people in the St Johns area of Elmbridge Borough were provided with a green space, known as Hedgehog Street, to develop into a community garden.

With support from Walton Community Allotment volunteers they created fruit and vegetable plots, bug hotels, raised beds and wooden hedgehog sculptures.

They were delighted that their project won the children's category in the 2019 PA Housing in Bloom gardening competition.

We also created an information booklet to help young people and parents speak freely about their struggles.

There were many new events during the year that gave young people in the LGBT+ community the confidence to talk to others and share their experiences:

- 60 LGBT+ pupil representatives attended an ambassadors' day organised by Eikon, local charities, schools, and the county council. On the day, the pupils shared skills and ideas to motivate change in schools.
- Young people across all LGBT+ groups were involved in the planning of Pride in Surrey's first parade this year. We helped create a youth zone at the event and we were delighted that it helped give the young people a space to be themselves.
- Young LGBT+ people worked with staff to organise an inclusive prom in their own style. Two young people who attended Eikon's iAmMe sessions were proud to be crowned prom queens, and this increased their self-confidence.
- Many of Eikon's young LGBT+ people felt a real sense of achievement when they joined professionals at a large-scale business conference and provided sessions for up to 250 people on LGBT+ awareness in the workplace.

Targeted support

As well as our open-access youth provision, Surrey Heath Borough Council also helped Eikon provide sessions for young people who came to the attention of the police. These sessions, held during half-term, included a four-day programme for learning practical life skills such as painting and decorating, brick laying and martial arts, helping young people create positive aspirations.

Early Help

We provided intensive one-to-one work with children and young people under Surrey County Council's Early Help contract until it ended in January 2020. The sessions in Runnymede, Spelthorne and Surrey Heath helped identify and address young people's problems before they escalated.

"I can tell my Eikon worker about stuff that's happening in my life."

Eikon Service User



Development

During the second half of 2019/20, we brought together our fundraising, communications, supporter care and related functions into one development department. This restructure, along with planned additional recruitment, is a crucial part of our commitment to continual improvement, by building our capacity and ensuring we are compliant with an increasingly complex regulatory framework for fundraising and communications.

The department consisted initially of two part-time members of staff, with a third colleague joining us in January 2020. The team is set to expand further in 2020/21 in line with our commitment to investing in order to grow voluntary income, which will give us the resources needed to support more children and young people.

We also implemented a new fundraising/giving software system, Donorfy, to improve donors' experiences of supporting the charity, benefit from cost and time savings, and improve the information we have available to us.

Towards the end of the year we built and launched a new website. The new site more clearly communicates information about our services and how they can be accessed, how people can support our work, and the difference their support makes. Built on an up-to-date platform that we can further develop over time, it provides online giving capabilities for single gifts and direct debits. It also integrates with Donorfy, reducing the cost of administration of grants, donations, and Gift Aid.

With high quality people and tools in place, we started to see the benefits of our investment with a 51% increase in voluntary income in 2019/20 compared to the previous year, and expect to see further growth in 2020/21.

Ethical fundraising



The support we receive from individuals and organisations who share our vision of inspiring young people and transforming their lives is essential. We strive to meet or exceed the expectations of all our donors, funders and fundraisers, ensuring that everything we do is open, honest, respectful, fair and legal.

We are registered with the Fundraising Regulator, follow the Code of Fundraising Practice, and are committed to the Fundraising Promise. In 2019/20 we were fully compliant with the regulator's codes. We received one complaint during the year, which was resolved to the supporter's satisfaction.

We do not use third party professional fundraisers, and never engage in practices such as telephone, door-to-door, or other face-to-face fundraising methods.

We did not work with any commercial participators during the year.



All our fundraising policies are reviewed every two years by the board of trustees.

Vulnerable people

In recruiting staff, fundraisers, and other volunteers, we look for people who will be able to identify vulnerability in someone they are in contact with. This is crucial to us as a charity that works with children and young people, many of whom are vulnerable.

All staff and volunteers undergo compulsory safeguarding training, which helps them to consider what vulnerability means, to recognise it, and to take action to protect vulnerable young people.

This also helps them recognise vulnerability in someone in a fundraising context, whose financial, mental or age-related capacity to donate or fundraise may mean that we need to treat them as a vulnerable adult.

Our fundraising/giving software system allows us to flag individuals as vulnerable and ensure they are not contacted with any requests for financial support.

Fundraising highlights 2019/20

We are immensely grateful to the commitment of our fundraisers, donors, funders, volunteers, and staff who have supported Eikon's work this year. Financial gifts and grants are vital to Eikon, enabling us to protect and develop our unique way of working that is so effective for young lives.

We aim for inspirational communication of our goals and achievements and regular updates on how money has been spent and the impact that it has had on young people.

We try to understand the needs of our funders and deliver the right information, to a high quality and in a timely manner. We are open and transparent, ready to speak out and lead change.

London Marathon

Our fundraisers in the community continued to be highly dedicated in their support of Eikon. Our London Marathon runners together raised £11,426 to support our work with vulnerable children.



Matt and Jonny of Eikon corporate partner Clownfish Events were the star fundraisers.

School support

Frimley Church of England Junior School showed their support for children and young people in need by choosing Eikon as their charity of the year. They raised over £1,600 by running fundraising activities including a reindeer run, a South American bake sale and a sponsored read.

"Frimley CofE Junior School are proud to support the Eikon charity. Within our school, the wellbeing and mental health of our children come first. We believe in all the good Eikon does for the local community and are delighted to be raising much-needed funds for this worthy charity."

Clare Wright
Headteacher, Frimley Junior School

Chloe's skydive

Often, our service users want to give back in thanks for the support they have received from Eikon. In September 2019, one of our former beneficiaries, Chloe, raised an amazing £1,010 by completing a daredevil tandem skydive.

The Mayor's Charity Fund

We were delighted that Councillor Mary Madams, the Mayor of Spelthorne, selected Eikon as one of her two charities to benefit from The Mayor's Charity Fund. The Mayor raised £11,900 for Eikon's support of young people by hosting several fun events in the community.

The Ring of Steall

A brave band of friends of Eikon, old and new, joined our chief executive's challenge team to walk the 30km Ring of Steall in the Scottish Highlands and ascend Ben Nevis. We're very grateful to everyone who took part and helped raise over £50,000 to make a real and lasting difference to the lives of young people at risk.

Henley Investments

Local company Henley Investments continued their support of Eikon with a generous donation of £10,000, bringing their total amount donated to us to £30,000. In addition, members of their team entered the Ride London event in 2019 to raise even more to make a difference for vulnerable children and young people.

Amber Employment Services

Amber Employment Services chose Eikon as its first ever charity of the year for 2020, committing to undertaking at least one sponsored team challenge, sponsoring and supporting the charity's events wherever possible, and making a financial donation at Christmas.





Trusts and foundations

During 2019/20, we grew our income from charitable trusts and foundations. Those grants supported specific programmes and services as well as providing unrestricted core funding to keep the organisation strong and able to support the maximum number of young people in need. We were thankful for the vital ongoing support from existing funders and we also welcomed new trust donors.

We continued to have a diverse range of funders supporting our work including corporate, community foundation, place-based, lottery, private family, faith-based, and borough councils, on both a local and national scale.

Community Foundation for Surrey continued to support us in a number of ways, including providing three-year funding from their Step Change Fund. During the year, this funding helped transform our IT systems, enabling staff to work more flexibly and to support children and young people even more effectively.

Walton Charity trustees visited one of our youth centres in the year to see first-hand how their support helps to make a difference for vulnerable children and young people.

"I am delighted that Walton Charity is funding Eikon to support young people in our local community. Last Christmas, I met some of the young people who attend their youth groups in Elmbridge and it was great to see for myself the excellent work Eikon do."

Caroline Davies
Head of Community Programmes
Walton Charity

Volunteering

Volunteers bring a wealth of expertise, knowledge, experience and skills to the charity.

We had 48 volunteers who supported children and young people over the course of the year.

We are committed to developing our volunteers and we recognise that they are a significant resource in helping us to ensure that more children and young people receive the support they need.

We welcome individuals who approach us to offer their time and we work with them to identify the best volunteering opportunities for them and the charity. We aim to nurture our relationship with volunteers, and we provide full support in the form of supervision, training, induction, safeguarding support, and DBS checks.

During 2019/20, we continued to develop our volunteer strategy, the main aim of which is to increase the number of volunteers we work with – and the impact we can have on children and young people.

Our volunteers mentored young people in schools, supported youth clubs and lunch clubs, helped with Eikon administration, and supported our fundraising activities.

Volunteer gardeners

Dedicated gardening volunteers helped to create and maintain wellbeing gardens at Fullbrook School and Kings College. Children and young people who attended lunch clubs and after

school clubs at the schools created the gardens as a space where young people can go for peace and reflection to help overcome personal struggles. We are immensely grateful to our volunteers for helping these gardens continue to be a valuable space for young people to use.



Young leaders

Young leaders are older beneficiaries of our services who volunteer to help younger children in their schools, giving them role models and encouraging them to access other help available to them. We supported them in learning leadership skills to enable them to do so safely and effectively.

"Eikon is one of the most valuable things in my life and I don't know where I'd be or who I'd be friends with without it. I can't thank everyone at Eikon enough for all the hard work they have done to build up the charity and to be here for all the young people in the community. It is truly amazing."

Kez, Young Leader

"I had never been so happy to receive such an amazing opportunity from Eikon. It has really helped me progress and made me the person I am today."

David, Young Leader

When asked how they felt about volunteering at Eikon, volunteers said that we provide:

- ✓ good supervision and support
- ✓ training, induction and learning opportunities from experienced staff and supervisors
- ✓ good communication and recognition

"Having retired early from teaching, I got in touch with Eikon. After the first meeting, I knew that becoming a volunteer mentor was the perfect opportunity for me. Eikon mentors are so well supported with regular training and supervision sessions. The role is all about listening non-judgementally, building rapport, and talking through potential goals and strategies, all with the aim of supporting the young person to take action and make changes for themselves. Seeing the impact that just an hour a week of one-to-one support can have on these young people is hugely rewarding."

Claire Parris
Volunteer Mentor





Support services

Eikon's support services are the backbone of our charity. During 2019/20, we invested in our infrastructure to ensure we have a solid, sustainable base from which to operate.

Remote working

Thanks to a grant from the Community Foundation for Surrey, we improved finance, HR, IT and fundraising systems and hardware, and our remote working capabilities. This stood us in good stead to respond quickly to enable all staff to work from home when the Covid-19 lockdown hit.

New HR system

A new cloud-based HR system was put in place during the year to enable managers to track holidays, sickness, training, safeguarding, and performance for their direct reports. The new system, Breathe HR, is provided at a reduced cost to charities and it enables us to automate our processes and streamline our workflows.

Our admin team worked hard to get the system up and running. They ensured all relevant documents and information, including policies and procedures, were uploaded and made available to all managers.

SharePoint

During the year, we overhauled and updated our Microsoft SharePoint servers to better store, organise and secure data. Employees and volunteers can now access and share information more easily and securely.

Employee devices

We upgraded staff laptops and mobile phones to enhance flexibility and efficiency. We also ensured that all employees without access to devices were provided with them. This proved invaluable in enabling our team to continue their work remotely so our services were not interrupted during lockdown in March.

IT support

Following a review of our systems, we changed our IT support provider to provide staff with more flexible technical support to enable them to do their work more efficiently, and in turn do more to support children and young people.

Impact tracking

We appointed a dedicated data analyst (part-time) to help us track and measure the impact of our programmes. This enables us to clearly see and share how our work supports children and young people, and identify areas for further improvement or investment. In time, we hope to replace our impact tracking software to enable our analyst to more effectively gather insights to improve monitoring, evaluation, and reporting.

Finance software system

In response to the growth in our finances and increasing external scrutiny of charity accounts, we invested in an update of our finance software system to improve our financial reporting, management information and transparency.



Plans for the future

Despite our activity and progress over the past year, we continue to be ambitious and know there is much more to do. We will, therefore, continue to build on this year's successes and further improve Eikon's services to have a greater positive impact on the lives of more children. Our approach will be targeted and centred on the specific needs of young people and their families.

We will also further influence improvement and transformation in the services, systems and places surrounding young people in Surrey.

Five-year strategy

The emergence of the Covid-19 pandemic, its impact on the charity's operations and finances, the increasing likelihood of a significant increase in demand for our preventative emotional wellbeing and mental health interventions and our commitment to building a collaborative network of charity and statutory partners mean that a thorough review of our five-year strategy is in order.

We will pilot a further development of our community strategy that sees us go into the community to connect directly with local leaders and young people. We plan to gather updated insights to learn how we can do more to develop communities' existing strengths and assets. It is our goal to involve communities as much as possible in the development of activities for children and young people to ensure we direct our resources to where they can do the most good.

Equality, diversity and inclusion

We recognise that our staff, trustees, and the young people we support don't currently reflect the diversity that is in the community around us and we are uncomfortable with this. We want to promote diversity and address inequality. We will therefore work towards the Investors in Diversity award in 2020/21, which involves conducting an audit with staff, young people and partners to identify where we need to improve our work to improve the different elements of equality and diversity – fairness, respect, equality, diversity, inclusion and engagement (FREDIE).

Systems change

We aim to be an influencer within the system with a focus on continuing to transform and change the system to benefit young people. We are working with the children and young people we serve, and colleagues across organisations to seek a cultural shift across Surrey. We are determined to encourage new thinking so that new and radical ways of working can be delivered. This will put children and young people at the front and centre of all we do, ensuring that they have access to the best type of care for them.



Emotional Wellbeing and Mental Health contract

As a founding member of the Surrey Wellbeing Partnership – a group of voluntary sector organisations working together to help improve the wellbeing of Surrey children, young people and families – we work to influence the shape of preventative and early intervention support. Our approach is at the heart of the partnership's bid to Surrey County Council and clinical commissioners to deliver Surrey's children's Emotional Wellbeing and Mental Health Service (EWMH). The service is being recommissioned in 2020 with a view to starting in April 2021. Our aim, if we are successful, is to use our experience and expertise to transform existing services to create a more relational and less clinical approach to supporting children and young people.

"The Emotional Wellbeing and Mental Health contract is a fantastic opportunity for Eikon to combine our passion, reach and expertise with those of the other charities in Surrey and with the NHS. This alliance must be much more than the sum of our parts and genuinely transform the quality of support, and the experience that children, young people and their families receive. We know this is what we must achieve together and we'll be relentless in our pursuit."

Chris Hickford, CEO



Governance, structure and management

Legal and administrative information

Trustees and directors

Current serving trustees

- Nigel Goddard, Chair (appointed Chair 22 November 2019)
- Anneke de Boer (appointed 11 February 2020)
- Richard Folland, Vice-Chair
- Julie Gillis (appointed 16 May 2020)
- Helen Johnston (appointed 11 February 2020)
- Richard Moseley
- Michael Pyman (appointed 24 September 2019)
- Rebecca Wakefield (appointed 7 May 2020)
- Ian Watson
- Kevin Young, Finance Trustee

Trustees who also served in the year

- Jenny Griffiths OBE, Chair (resigned 2 July 2019)
- Nigel Blair MBE (resigned 15 September 2020)
- Jane Hounscome (resigned 3 September 2019)
- Julian Lomas, Company Secretary* (resigned 24 September 2019)
- Emma Wilson (resigned 8 January 2020)

** Following Julian Lomas' resignation, the responsibilities of Company Secretary were reassigned to other trustees and the chief operating officer.*

Chief Executive Officer

- Chris Hickford

Charity number

1109190

Company number

5402398

Registered name

The Eikon Charity
Commonly known as Eikon

Registered address and operational office

Selsdon Road, New Haw, Addlestone, Surrey
KT15 3HP

Website address

www.eikon.org.uk

Auditors

Brewers Chartered Accountants, Bourne House,
Queen Street, Gomshall, Surrey GU5 9LY

Bankers

CAF Bank Ltd, 25 Kings Hill Avenue, Kings Hill,
West Malling, Kent ME19 4JQ

Barclays Bank plc, Town Gate House, Church
Street East, Woking, Surrey GU21 1AE

Solicitors

Blandy & Blandy LLP, 1 Friar Street, Reading,
Berkshire RG1 1DA

Trustees

We are committed to understanding and adopting best practice in our governance and management of the charity, but we are not complacent and we continually seek to improve.

The board of trustees is responsible for the strategic direction, governance and performance of the charity. It approves the strategy, the annual plan and the budget, and monitors performance through a key performance indicator framework and monthly management accounts. It meets four times a year together with the chief executive officer and other senior management as appropriate. We have a dedicated finance trustee, a risk champion, and trustees with oversight for safeguarding and health and safety. The board develops its understanding of the needs of the charity's beneficiaries by inviting young people or their representatives to address it at most meetings.

The board had three committees supporting its work:

- The fundraising committee meets at least twice a year
- The audit and finance committee meets at least once each year
- The governance and risk committee meets at least twice a year and considers at every meeting a rolling governance review

Committees are chaired by a trustee, with membership consisting of other trustees, staff and co-opted specialist volunteers.

Key discussions at board meetings during 2019/20 focused on the charity's financial position, fundraising strategy and performance, charity governance via a rolling review programme, risk management, the annual report and accounts, and safeguarding young people. Attendees at an 'away day' for trustees and members of the senior management team toward the end of the financial year reflected on the strategic direction of the charity and key operational issues.

We undertook a confidential survey of the trustees and senior leadership team to better understand how well their personal experience enables their work with Eikon. We found that more than half of Eikon's trustees and three quarters of the senior team have lived experience of the issues Eikon addresses – either personally or through a close family member.

Trustee Mike Pyman has personal experience of being supported by Eikon as a teenager. He was first referred to us by his school when he found it difficult to cope after his parents' separation. He also needed our help in the following years when tragically he witnessed the death of his best friend, and then when his mother was diagnosed with terminal bowel cancer. Mike said:

"I went through every one of Eikon's services and my experience was so good. Their personal style helped so much. They even helped me revise for my GCSEs when my mum was sick. Now, I want to do as much as I can to help the charity. As a trustee, I want to ensure that kids who go through the system receive the same, if not better, treatment as I did. Eikon's approach working directly with young people in schools and providing sports and social opportunities in the community, as well as inspiring systems change, is so effective. It's a simple idea that will continue to have a huge impact on children's lives."

Trustee biographies

Current serving trustees

Nigel Goddard, Chair (appointed Chair 22 November 2019)

After retiring from a 35-year international career with BP, Nigel wanted to give something back to local communities. Having strong family values, he looked to support the wellbeing of vulnerable young people, given the ever-increasing pressures in their daily lives. He fully subscribes to Eikon's strategic aims, values and focus on youth services and joined us in 2016 following a merger with the Windle Valley Youth Project, which he chaired. Now an independent consultant to the oil and gas industry, Nigel is also a Business Adviser with Young Enterprise and a voluntary youth worker.

Anneke de Boer (appointed 11 February 2020)

A retired Morgan Stanley investment banker, Anneke is now a Governor at St George's University Hospitals NHS Foundation Trust and part of a multi-disciplinary team providing business support to charities. Her belief that programmes like ours can leverage local understanding to provide a faster and more tailored strategy than national initiatives led her to join Eikon. A parent to two young men herself, Anneke knows being a teenager isn't easy. She is driven to help her community so that all young people have the opportunity to shape their own futures.

Richard Folland, Vice-Chair

Richard has worked in climate change, energy, the low-carbon sector and sustainability for over 15 years. A long-time British diplomat, he has more recently worked for JPMorgan and has his own strategic advisory and advocacy business. Richard is passionate about doing everything collectively possible to help our young people in the UK, driven by the belief they are owed the best future we can give them. Having seen its impact first-hand, he is a strong supporter of our work to help children meet the challenges and exploit the opportunities that life throws at them.

Julie Gillis (appointed 16 May 2020)

Following a long career in the public sector, where she delivered major government change programmes, Julie brings a wealth of experience at board level, in operations and in financial compliance. She is passionate about improving social mobility and children's mental health and shares a strong sense of purpose and values with Eikon's CEO and leadership team, who she describes as "inspirational". Julie is a committed mentor with a focus on equality and diversity.

Helen Johnston (appointed 11 February 2020)

Helen is Director of Teaching School and Deputy Designated Safeguarding Lead at the multi-academy trust GLF Schools. Having worked as a teacher and on wider education projects supporting vulnerable young people for more than 20 years, she has seen how the voluntary sector can positively impact their lives. Based in and around Surrey schools for many years, Helen has experienced Eikon's work first-hand. She describes how she found the team's dedication to supporting children "inspirational" and came on board "to play a small part" in improving lives.

Richard Moseley

Richard is a retired banker with broad general management experience in a number of countries. He joined us after feeling inspired talking to our CEO Chris Hickford, learning about the challenges faced by children in Surrey, and becoming convinced of the importance of early intervention. His motivation to work with us was strengthened after hearing stories from young adults who had benefited from Eikon's service. In his words, "the question should be, how could one not help Eikon?"

Michael Pyman (appointed 24 September 2019)

Mike brings a young person's perspective to Eikon's board. He was motivated to join Eikon as a trustee after receiving support from Eikon at secondary school. He was also inspired by our CEO Chris Hickford and by what Mike describes

as Chris' drive, selflessness and dedication to improving young people's lives. Supported by Eikon in his five years at Fullbrook School, Mike believes he wouldn't be where he is today without Chris or Eikon and wants other young people to receive the same help and support he did.

Rebecca Wakefield (appointed 7 May 2020)

Rebecca is a public affairs director with extensive experience in communications and marketing, having worked in the education, healthcare and built environment sectors among others. She brings valuable knowledge and support to our communications strategy, marketing efforts and work to develop external relationships. Rebecca lives close to the area we serve, enjoys helping support local children and says "it would have been great" to have had access to a service like Eikon when she was at school.

Ian Watson

Ian has extensive non-executive and executive board experience in the private and third sectors. Having been aware for some time of our services for young people, joining Eikon was "a natural choice" when he was looking for a Surrey-based youth charity.

Kevin Young, Finance Trustee

Kevin is a Price Waterhouse-trained chartered accountant with more than 30 years' experience in senior finance roles, including at local civil engineering business Mouchel. He was inspired to join Eikon by our leadership and management, and the team's enthusiasm, dedication and determination. Kevin wanted to use his experience to support our work, having experienced first-hand, through wider family and other volunteering work, some of the many difficulties and problems young people face.

Trustees who also served in the year

Jenny Griffiths OBE, Chair (resigned 2 July 2019)

Following a career in NHS management and public health, Jenny was Chair of Connexions Surrey from 2002 to 2007 and Chair of the Surrey Youth Consortium of NGOs from 2009 to 2013. She became Chair of Eikon in 2014.

Nigel Blair MBE (resigned 15 September 2020)

Nigel is a civil and structural consultant and was Chair of Eikon from 2005 to 2014. Having been involved with youth work over many years, he has witnessed some of the issues young people face and has seen how timely, directed intervention can transform their lives.

Jane Hounscome (resigned 3 September 2019)

Jane is an HR director and Prince's Trust business mentor with extensive experience in the commercial and charitable sectors.

Julian Lomas, Company Secretary (resigned 24 September 2019)

Julian is a school governor and director of two charity trading subsidiaries. In 2007 he established Almond Tree Strategic Consulting, a values-driven consultancy supporting the public and third sectors.

Note: Following Julian Lomas' resignation, the responsibilities of Company Secretary were reassigned to other trustees and the chief operating officer.

Emma Wilson (resigned 8 January 2020)

Emma is a qualified solicitor, with a background at Allen & Overy and as head of legal in various multinationals. She also has experience as a trustee of various charities and has a law degree from Queens' College Cambridge.

Organisational structure

Overall responsibility rests with the chief executive officer, who leads the team responsible for day-to-day operational management and delivery of Eikon's projects and services. In the year under review we streamlined our senior leadership team to four members, who collectively manage the work of the charity and our staff and volunteers:

- Chief executive officer
- Chief operating officer
- Head of development
- Head of finance

Our staff

We want to be a great place to work and volunteer. To achieve this aim, we ensure that:

- We lead with courage, resolve and by example, valuing every employee and volunteer
- Every employee and volunteer works towards a common purpose
- We equip, train and invest in our employees and volunteers so that they deliver high-quality support
- Our culture is one of continuous improvement including transparency, integrity, respect, creativity, collaboration, and trust.

All new staff go through an induction programme where the chief executive and other senior members of the team explain the purpose and values of Eikon. They receive the type and level of safeguarding training they will need in their roles and undertake ongoing safeguarding training and regular refresher courses.

A staff health and wellbeing working group has been set up to monitor and improve wellbeing. The work that staff and volunteers carry out can be stressful, particularly for frontline workers, so we also offer a counselling service to support individual staff wellbeing.

Members of staff supporting young people receive regular supervision specific to the type of work they do.

We are an equal opportunities employer. We recruit and promote based on aptitude and ability without discrimination.

We have staff and volunteer engagement surveys, workshops, team and department days and regular updates and communication. Staff and volunteers have an annual appraisal of their work, their working environment, and whether they have the right tools to do their job.

We believe in involving all Eikon's staff in shaping the culture of the charity. In 2019/20 we held two team away days that focused on staff wellbeing to help bring the team together with a common direction.

Leadership and development

As part of our commitment to developing the management of the charity under a stronger senior leadership team, we instigated a monthly meeting of managers from across the organisation to jointly discuss operational challenges and plans for the future.

Staff pay policy

We recognise the contribution of every employee and our remuneration is offered to be both sustainable and competitive with other organisations so that we can recruit, retain and develop staff with the skills to deliver our strategy effectively and safely. In setting pay levels we take account of pay practice in other similar sized charities, the public sector and, where necessary, the private sector for specialist and technical roles.

We operate a defined contribution group personal pension scheme, to which all eligible employees are auto enrolled.

Equality, diversity and inclusion

We are committed to equality, diversity and inclusion in everything we do – in our work with the children and young people we serve, with our staff and volunteers, and indeed with all of our stakeholders.

Our services are for the benefit of all children and young people regardless of their gender identity, relationship status, race, disability, sexual orientation, culture, politics or religious belief. Some of our services may be targeted at particular groups of children and young people.

During the year, the trustees agreed we should review equality, diversity and inclusion across the organisation, from recruitment to engagement with young people. The trustees agreed we would commission an expert external review and in late 2020 Eikon will begin the process of achieving the Investors in Diversity accreditation from The National Centre for Diversity.

Safeguarding

We are committed to the safeguarding of young people. In September 2019, we appointed a designated safeguarding lead to further develop our robust risk management and safeguarding policies and procedures to ensure young people are kept safe at all times.

We introduced a revised language of safety scaling, which is used across the charity. The new scaling system ensures we share the same concept of how safe a young person is, enabling us to respond even more effectively and consistently to their needs. Our team now has more effective tools to determine what level of safety need a young person has, which has enhanced our critical reporting procedures, including critical incident reports to the board of trustees at each meeting.

We also used the new language when working with professional colleagues to create concepts for making a young person safer based not on risks and problems, but on solutions.

A process of regular internal scrutiny was established where managers and all service workers examine their own services for safeguarding. This encourages best practice in safeguarding across the organisation.

Our policies and procedures are fully reviewed every year, and we ensure new legislation has been included at the time of its publication. We also alert practice managers to new legislation when it is published, and we update our training programme to ensure it is included.



240 young people felt sufficiently confident to divulge to our workers a range of safeguarding issues

Key risks and uncertainties disclosures

The management of risks facing the charity is taken seriously by our trustees, employees and volunteers. We seek to identify, assess, manage and mitigate risk, not avoid it. The charity has in place:

- robust risk management and safeguarding policies, with associated procedures, to ensure young people, staff and volunteers are kept safe at all times
- an appointed risk champion from the board of trustees
- a formal risk register with all risks assigned a risk owner and the most significant risks reviewed by trustees on a regular basis
- comprehensive risk assessments for all our main activities, particularly those involving young people
- a business continuity management policy and plans to enable us to continue to support young people should incidents occur that could disrupt our services.

Over the past year, the charity has regularly reviewed the risk register, in line with its policy, at board meetings and with the senior leadership team. This was to ensure risk ownership and mitigation/control plans were re-assessed and updated as appropriate. The planned biennial Risk Identification Workshop in March 2020 was repurposed to revisit the charity's Covid-19 response budget. However, trustees were invited to identify their top two-three risks that the charity faces. These were analysed by the risk champion and a new set of top ranked risks, their consequences, risk owners and controls to reduce the risks were developed and agreed by the board. As at year end, the principal risks that the charity faces and the plans and strategies to manage them were:

Coronavirus – Covid-19

We identified that the impacts of the international pandemic could potentially affect

every aspect of the charity's operations and service delivery. This included self-isolation of employees and volunteers, school closures preventing access to young people in need, children at home with increased pressures, as well as the charity's fundraising strategy. In response, provisions were put in place to ensure our operations continued. These included maximising online working for all employees, volunteers, and our young person support activities. We also joined the Coronavirus Job Retention Scheme and we initiated a specific business continuity plan for 2020.

Financial security of the charity

When Covid-19 hit in early 2020, we recognised that the external fundraising environment could become severely challenging. We acknowledged that this could have an impact on all elements of the charity's fundraising strategy, in particular voluntary fundraising. To address this risk, we adopted a revised fundraising strategy that focused on maintaining relationships with statutory bodies and ensured that we continued to make bid applications to trusts and foundations. We took advantage of statutory job retention schemes and furloughing provisions. We also sought temporary additional emergency funding from both government and charitable sources.

Management and employee overload

Due to the Covid-19 pandemic and workstream pressures, we recognised the potential for staff with bigger workloads to experience burnout. We saw that this could result in extended sickness and loss of key personnel that could impact on our service delivery. To address this risk, the leadership team continually monitored their and their teams' workload and stress levels to take early intervention if needed. A wellbeing strategy was established that included sending out our annual employee and volunteer survey and using weekly all-team meetings to share personal

experiences. In addition, leadership skills training was undertaken by the senior team to ensure a consistent and empathetic approach to all staff.

Discontinuation of the Emotional Wellbeing and Mental Health contract

We identified the risk of potentially being unsuccessful in our bid to continue working with Surrey's Emotional Wellbeing and Mental Health services from April 2021. To mitigate this risk, the charity's CEO took a lead role within the consortium of partners to maintain high level relationships with Surrey County Council and NHS commissioners. This involved ensuring regular meetings and workshops were held with potential consortium partners to develop scope, contractual terms and delivery arrangements. To support this measure, a sub-group of Eikon trustees were engaged to support and advise the CEO on contractual details and using external support.

Trustees' report and accounts for the year ended 31 March 2020

Financial review

Summary

Total income increased by 7.8% from £1,683k in 2018/19 to £1,814k in 2019/20. Total expenditure for 2018/19 was £1,768k versus £1,895k for 2019/20. We continued to pursue a strong developmental strategy, particularly through the delivery of innovative and transformational services to support young people and their families. This is becoming increasingly important given the growing pressure on funding of public services generally.

Income from charitable activities declined slightly from £1,319k in 2018/19 to £1,266k in 2019/20. This decline was due to a fall in local prevention income due to the Early Years contract ending in January 2020 as well as a reduction in funding for community-based youth work. This decline was offset by an increase in mental health services income via the CAMHS contract.

Income from donations and legacies increased from £361k in 2018/19 to £546k in 2019/20. Within this, income from donations, including from major donors, increased slightly from £186k in 2018/19 to £207k in 2019/20. Amounts received in grants from trusts and foundations and elsewhere increased from £122k in 2018/19 to £241k in 2019/20, reflecting a more systematic approach to grant fundraising which resulted in an increased success rate. Income from fundraising events increased from £54k in 2018/19 to £98k in 2019/20, which was mainly due to the Ring of Steall challenge event.

Expenditure on raising funds decreased slightly from £129k in 2018/19 to £124k in 2019/20. In 2019/20, for every £1 spent on fundraising we raised £4.41 in income compared to £2.79 in 2018/19, which also reflects the more systematic approach to fundraising.

Reserves policy

Total reserves at the year-end were £425k versus £505k at the end of the previous year, comprising unrestricted general £230k (2018/19 - £200k), unrestricted designated £70k (2018/19 - £102k) and restricted £124k (2018/19 - £203k). Most significantly, the unrestricted general reserves improved slightly, reflecting the £30k net income on unrestricted activities for the year. The designated reserves are currently held to cover future depreciation of the organisation's fixed assets.

The trustees have reviewed the charity's reserves policy, specifically the level of unrestricted reserves required to cover the main risks facing the organisation. These principally include continuing to support young people while we help to put in place alternative arrangements to support them and their families if we were suddenly faced with a permanent reduction in our funding or other long-term financial challenge. The trustees have determined that we would aim to provide such support for a period of between four and six months, which in financial terms equates to £200k to £250k for our core services, excluding subcontracted activities. As a result, we have set the target range for unrestricted reserves (general and designated) at £200k to £300k. At 31 March 2020, unrestricted general and designated reserves totalled £230k and £70k respectively, meaning that Eikon ended the year at the high end of the targeted range for unrestricted reserves.

Statement of trustees' responsibilities

The trustees (who are also the directors for the purpose of company law) are responsible for preparing the annual report and the financial statements in accordance with applicable law and regulations.

Company law requires the trustees to prepare financial statements for each financial year. Under that law the trustees must prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom accounting standards and applicable law). Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period.

In preparing these financial statements, the trustees are required to:

- a) select suitable accounting policies and then apply them consistently;
- b) observe the methods and principles in the Charities SORP;
- c) make judgments and accounting estimates that are reasonable and prudent;
- d) state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- e) prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue to operate.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website.

Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

The trustees confirm that so far as they are aware, there is no relevant audit information (as defined by section 418(3) of the Companies Act 2006) of which the charitable company's auditors are unaware. They have taken all the steps that they ought to have taken as trustees in order to make themselves aware of any relevant audit information and to establish that the charitable company's auditors are aware of that information.

The Eikon Charity is a company, limited by guarantee, governed by its Articles of Association. The trustees' report also represents the directors' report as required by company law. The financial statements have been prepared in accordance with the accounting policies set out in notes to the financial statements and comply with the charity's governing document and the Companies Act 2006 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the financial reporting standard applicable in the UK and Republic of Ireland published on 16 July 2014.

The trustees confirm they have given due consideration to the Charity Commission's published Guidelines on the Public Benefit requirement under section 4 of the Charities Act 2011.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by the Eikon board of trustees on 17 November 2020 and signed on its behalf by:



Nigel Goddard
Chair of Trustees

Independent auditor's report to the members of The Eikon Charity

Opinion

We have audited the financial statements of The Eikon Charity (the 'charitable company') for the year ended 31 March 2020, which comprise the statement of financial activities, balance sheet, statement of cash flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom accounting standards, including Financial Reporting Standard 102, the financial reporting standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2020 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical

responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a

material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report, which includes the directors' report prepared for company law purposes, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.


Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with chapter 3 of part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

A handwritten signature in black ink, appearing to be 'AM Skilton', written over a horizontal line.

AM Skilton (Senior Statutory Auditor)

For and on behalf of Brewers Chartered
Accountants, Statutory Auditor

Bourne House
Queen Street
Gomshall
Surrey GU5 9LY

Date: 17 November 2020

Statement of financial activities for the year ended 31 March 2020

(incorporating income and expenditure account)

	Notes	General funds £	Designated funds £	Total unrestricted funds £	Restricted funds £	Total funds 2020 £	Total funds 2019 £
Income and endowments							
Donations and legacies	3	281,581	-	281,581	264,284	545,865	361,308
Charitable activities	4	1,195,910	-	1,195,910	70,000	1,265,910	1,318,848
Investment income	11	2,678	-	2,678	-	2,678	2,598
Total income		1,480,169	-	1,480,169	334,284	1,814,453	1,682,754
Expenditure							
Raising funds	5	123,903	-	123,903	-	123,903	129,304
Charitable activities	6	1,333,357	25,694	1,359,051	412,387	1,771,438	1,638,344
Total expenditure		1,457,260	25,694	1,482,954	412,387	1,895,341	1,767,648
Net income/(expenditure) before investments gain/(loss)		22,909	(25,694)	(2,785)	(78,103)	(80,888)	(84,894)
Net gain/(loss) on investments	11	787	-	787	-	787	(1,456)
Net income/(expenditure) after investments gain/(loss)		23,696	(25,694)	(1,998)	(78,103)	(80,101)	(86,350)
Transfers between funds		6,414	(6,414)	-	-	-	-
Net movement in funds		30,110	(32,108)	(1,998)	(78,103)	(80,101)	(86,350)
Reconciliation of funds							
Total funds brought forward 1 April 2019		200,372	102,262	302,634	202,541	505,175	591,525
Total funds carried forward 31 March 2020		230,482	70,154	300,636	124,438	425,074	505,175

There were no recognised gains or losses other than those shown in the statement of financial activities.

All income and expenditure is derived from continuing activities.

The accompanying notes form part of these financial statements.

Balance sheet as at 31 March 2020

Registered company number 5402398

	Notes	Total 2020 £	Total 2019 £
Fixed assets			
Tangible assets	10	70,154	102,262
Investments	11	56,407	55,620
Total fixed assets		126,561	157,882
Current assets			
Debtors	12	151,232	353,182
Cash at bank and in hand		519,297	645,900
Total current assets		670,529	999,082
Liabilities			
Creditors: Amounts falling due within one year	13	(372,016)	(651,789)
Net current assets		298,513	347,293
Total net assets		425,074	505,175
Funds of the charity			
General funds	15	230,482	200,372
Designated funds	15	70,154	102,262
Total unrestricted funds		300,636	302,634
Restricted funds	15	124,438	202,541
Total funds		425,074	505,175

The accompanying notes form part of these financial statements.
The financial statements have been prepared in accordance with the special provisions relating to companies subject to the small companies regime within part 15 of the Companies Act 2006.

The financial statements were approved by the board and authorised for issue on 17 November 2020 and signed on its behalf by:



Nigel Goddard
Chair of Trustees



Kevin Young
Finance Trustee

Statement of cash flows for the year ended 31 March 2020

	Total 2020 £	Total 2019 £
Cash flows from operating activities		
Net income/(expenditure) for the year	(80,101)	(86,350)
Adjustments for		
Depreciation	25,694	27,277
(Gains)/losses on revaluation of investments	(787)	1,456
(Gains)/losses on sale of fixed assets	3,414	-
Decrease/(increase) in debtors	201,950	(271,549)
Increase/(decrease) in creditors	(279,773)	271,042
Net cash provided by/(used in) operating activities	(129,603)	(58,124)
Cash flows from/(to) investing activities		
Proceeds of sale of tangible fixed assets	3,000	-
Net cash from/(to) investing activities	3,000	-
Changes in cash and cash equivalents in the year	(126,603)	(58,124)
Net cash and cash equivalents at the start of the year	645,900	704,024
Net cash and cash equivalents at the end of the year	519,297	645,900

The accompanying notes form part of these financial statements.

Notes to the financial statements for the year ended 31 March 2020

1. Charity information

The charity is a private limited company (registered number 5402398), which is incorporated and domiciled in the UK and is a public benefit entity. The address of the registered office is Eikon, Selsdon Road, New Haw, Addlestone, Surrey KT15 3HP.

2. Accounting policies

a) Basis of accounting

The financial statements of the charity, which is a public benefit entity, have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the financial reporting standard applicable in the UK and Republic of Ireland (FRS 102) (2nd edition, effective January 2019), "Charities SORP" and Companies Act 2006. The financial statements have been prepared under the historical cost convention.

The trustees have assessed whether the use of the going concern basis is appropriate, especially in light of Covid-19, and have considered possible events or conditions that might cast significant doubt on the ability of the charity to continue as a going concern. The trustees have made this assessment for a period of at least one year from the date of approval of the financial statements. In particular, the trustees have considered the charity's forecasts and projections as amended to take into account Covid-19 implications. After making enquiries, the trustees have concluded that there is a reasonable expectation that Eikon has adequate resources to continue its activities for the foreseeable future. Accordingly, they continue to adopt the going concern basis in preparing the financial statements.

b) Fund accounting

Restricted funds are those received for undertaking an activity specified by the donor when making the gift. The charity makes an administrative charge for the operation of some restricted funds, which is included in the cost of raising funds. The amounts for administration are also shown as restricted fund expenditure.

General funds are unrestricted funds given freely to the charity that can be applied at the discretion of the trustees in accordance with the objectives of the charity.

Designated funds are funds set aside by the trustees out of unrestricted funds for specific purposes.

c) Income

All income including donations and associated income tax recoveries from donations received under Gift Aid, is included in the statement of financial activities where the charity is entitled to the income and the amount can be quantified with reasonable accuracy.

All grants and contractual payments are included on a receivable basis. Contractual income is recognised as performance obligations are satisfied. Grant income with performance related conditions received in advance of delivering specified goods and services, or income with a time restriction placed on it by the donor, is deferred until the donor stipulated criteria are met. Income is also deferred if it is probable it could become refundable or if it is received in advance for a future accounting period.

Gifts in kind and donated services have been included at the lower of their value to the charity and their estimated open market value. No amount has been included for services donated by volunteers. Where out of pocket travel and other expenses have been reimbursed to volunteers, these costs are included in the accounts. Surplus funds are invested in a bank deposit account to earn interest.

Notes to the financial statements for the year ended 31 March 2020

2. Accounting policies (continued)

d) Expenditure

Expenditure is recognised on an accruals basis and allocated to the appropriate heading in the accounts. Expenditure includes attributable VAT which cannot be recovered.

Charitable activities expenditure enables Eikon to meet its aims and objectives for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Expenditure on raising funds includes the direct costs of fundraising activities (which promote fundraising and the activities of the charity generally) and a proportion of support costs.

Governance costs are those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked to the strategic management of the charity.

Support cost are those costs which enable raising funds and charitable activities to be undertaken. These costs include finance, human resources, premises, IT, legal and governance costs. All support costs are apportioned on the basis of time spent by staff on each category of work.

e) Tangible fixed assets

Tangible assets are stated at cost. Depreciation is calculated to write off the cost of the asset over its estimated useful life as follows:

- Portakabin – depreciated over 10 years straight line
- Office furniture and equipment – depreciated over 5 years straight line
- Minibuses – depreciated over 5 years straight line

Tangible assets costing less than £2,000 are not capitalised and are written off in the year of purchase.

f) Investments

Investments are a form of basic financial instrument and are initially recognised at their transaction value and subsequently measured at their fair value as at the balance sheet date using the closing quoted market price. The statement of financial activities includes the gains and losses arising on revaluation and disposals throughout the year.

g) Cash management

Cash not required for day-to-day operations, but for the medium term, is held in an instant access savings account. Where it is deemed that cash can be held for the longer term this is transferred into the investment portfolio.

h) Debtors

Debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

i) Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are recognised at their settlement amount after allowing for any trade discounts due.

j) Taxation

The charity is exempt from corporation tax on its charitable activities under part 1 schedule 6 Finance Act 2010.

Notes to the financial statements for the year ended 31 March 2020

2. Accounting policies (continued)

k) Pensions costs

With effect from 1 January 2017 the charity has incurred costs in relation to the defined contribution scheme, operated by Aviva, which are included in staff pension costs. Costs recognised are equivalent to the contributions in the year and are recognised on an accruals basis and any unsettled amounts are included in other creditors.

l) Transfer between funds

Trustees have the authority to transfer monies out of the general funds into the restricted funds when required. With the fund holder's permission, the trustees have the authority to make transfers from one restricted fund to another.

m) Reserves policy

On a yearly basis, the trustee board examines Eikon's reserves in the light of the risks facing the organisation and takes into account the Charity Commission's guidance. The policy on reserves is set out in the trustees' report.

3. Donations and similar income

	Unrestricted £	Restricted £	2020 £	2019 £
Donations	158,916	48,310	207,226	185,577
Grants	24,696	215,974	240,670	121,848
Fundraising events	97,969	-	97,969	53,883
	281,581	264,284	545,865	361,308

Notes to the financial statements for the year ended 31 March 2020

4. Income from charitable activities

	Unrestricted	Restricted	2020	2019
	£	£	£	£
Community based youth work	16,995	-	16,995	86,065
Local prevention	150,664	-	150,664	193,836
Mental health services income	932,675	70,000	1,002,675	903,974
Schools income	89,450	-	89,450	118,558
Training and awards	6,126	-	6,126	16,415
	1,195,910	70,000	1,265,910	1,318,848

5. Raising funds

	Unrestricted	Restricted	2020	2019
	£	£	£	£
Staff costs	43,137	-	43,137	90,033
Other direct costs	80,766	-	80,766	39,271
	123,903	-	123,903	129,304

6. Charitable activities

	Youth work	Mental health work	Training and awards	Organisational support	Total 2020	Total 2019
	£	£	£	£	£	£
Staff costs	467,330	241,284	126	217,676	926,416	820,670
Activities undertaken directly	48,811	674,832	7,664	-	731,307	718,001
Premises costs allocated	9,099	9,497	-	10,554	29,150	31,406
Support costs allocated	28,511	16,049	-	25,632	70,192	55,478
Governance (see note below)	-	-	-	14,373	14,373	12,789
	553,751	941,662	7,790	268,235	1,771,438	1,638,344

Governance

	2020	2019
	£	£
Audit	6,360	5,000
Staff costs	7,063	6,217
Trustees' expenses	950	1,572
	14,373	12,789

Notes to the financial statements for the year ended 31 March 2020

7. Trustees

	2020 £	2019 £
Trustees' expenses	950	1,572

During the year, no trustees received any remuneration.

During the year, The Eikon Charity paid:

- Two trustees travel expenses of £882 (2019: £1,521 three trustees' travel expenses).
- Two trustees small administrative expenses of £68 (2019: £51 one trustee)

The total donations received by Eikon from trustees was £1,937 (2019: £10,228).

The charity had no transactions during the year under review with any related parties.

8. Employees and key management personnel

The key management personnel of the charity comprise the trustees, the chief executive officer and the senior management team. The total remuneration and benefits received by key management personnel was £221,556 (2019: £237,477).

	2020 £	2019 £
Staff cost were as follows:		
Wages and salaries	877,668	832,289
Social security costs	75,334	69,818
Pension costs	23,614	14,813
Total staff costs	976,616	916,920

The average number of actual employees and full-time equivalent employees, analysed by function, during the year was as follows:

	2020		2019	
	Average no.	FTE no.	Average no.	FTE no.
Fundraising	1.5	0.9	2.0	1.3
Charitable activities	37.6	23.9	35.0	21.2
Governance	-	0.1	-	0.1
Other	9.3	5.8	8.0	4.6
Average number of employees employed during the year:	48.4	30.7	45.0	27.2

The number of employees whose remuneration, excluding employer pension costs, fell within each band of £10,000 from £60,000 upwards is as follows:

	2020	2019
£60,001 to £70,000	1	-

Notes to the financial statements for the year ended 31 March 2020

9. Defined contribution pension scheme

	2020 £	2019 £
Costs of the scheme to the charity for the year	21,514	13,368
Amount of any contributions outstanding at the year end	2,100	1,445
	23,614	14,813

The charitable organisation operates a defined contribution pension scheme for permanent staff with an employer contribution of 5% (2019: 3%) in the year.

10. Tangible fixed assets

	Portakabin/ upgrades £	Office furniture and equipment £	Motor vehicles £	Total £
Cost				
At 1 April 2019	175,384	2,818	45,883	224,085
Additions	-	-	-	-
Disposal	-	-	(45,883)	(45,883)
At 31 March 2020	175,384	2,818	-	178,202
Depreciation				
At 1 April 2019	87,691	2,818	31,314	121,823
Disposals	-	-	(39,469)	(39,469)
Charge for year	17,539	-	8,155	25,694
At 31 March 2020	105,230	2,818	-	108,048
Net book value				
At 31 March 2019	87,693	-	14,569	102,262
At 31 March 2020	70,154	-	-	70,154

Notes to the financial statements for the year ended 31 March 2020

11. Fixed asset investments

	2020 £	2019 £
Cost		
At 1 April 2019	55,620	57,076
Gain/(loss) on revaluation	787	(1,456)
At 31 March 2020	56,407	55,620
Investment income	£	£
Bank deposit income	947	381
Dividend income	1,731	2,217
	2,678	2,598

12. Debtors

	2020 £	2019 £
Due within one year:		
Trade debtors	53,159	249,664
Other debtors	71,708	56,632
Prepayments	15,954	34,984
Accrued income	10,411	11,902
	151,232	353,182

13. Creditors

	2020 £	2019 £
Amounts falling due within one year:		
Trade creditors	32,021	138,390
Other creditors	5,599	5,543
Accruals	122,443	34,339
Deferred income (see note 14)	191,601	425,693
Social security and other taxes	20,352	47,824
	372,016	651,789

Notes to the financial statements for the year ended 31 March 2020

14. Deferred income

	2020 £	2019 £
Balance at 1 April 2019	425,693	196,455
Income deferred	589,636	1,004,906
Income released to SOFA	(823,728)	(775,668)
Balance at 31 March 2020	191,601	425,693

Income is deferred when it is received in advance of delivering specified goods or services or in relation to a future accounting period.

15. Funds

	At 1 April 2019 £	Income £	Transfers £	Other gains and (losses) £	Expenditure £	At 31 March 2020 £
Unrestricted funds						
General funds	200,372	1,480,169	6,414	787	(1,457,260)	230,482
Designated funds						
Portakabin depreciation	87,692	-	-	-	(17,538)	70,154
Minibus depreciation	14,570	-	(6,414)	-	(8,156)	-
Total designated funds	102,262	-	(6,414)	-	(25,694)	70,154
Total unrestricted funds	302,634	1,480,169	-	787	(1,482,954)	300,636
Restricted funds						
Youth work – communities	117,538	78,015	-	-	(177,418)	18,135
Youth work – schools	62,003	107,769	-	-	(107,674)	62,098
Youth work – Smart Moves	23,000	95,000	-	-	(111,295)	6,705
Mental health work	-	2,500	-	-	-	2,500
Development	-	25,000	-	-	-	25,000
Support costs	-	26,000	-	-	(16,000)	10,000
Total restricted funds	202,541	334,284	-	-	(412,387)	124,438
Total funds	505,175	1,814,453	-	787	(1,895,341)	425,074

Notes to the financial statements for the year ended 31 March 2020

16. Analysis of net assets by funds

	Unrestricted funds	Designated funds	Restricted funds	Total
	£	£	£	£
Fixed assets	56,407	70,154	-	126,561
Current assets	546,091	-	124,438	670,529
Current liabilities	(372,016)	-	-	(372,016)
Long term liabilities	-	-	-	-
	230,482	70,154	124,438	425,074

17. Comparatives for the statement of financial activities

The Eikon Charity statement of financial activities for the year ended 31 March 2019 (incorporating income and expenditure account)

	General funds	Designated funds	Total unrestricted funds	Restricted funds	Total funds 2019	Total funds 2018
	£	£	£	£	£	£
Income and endowments						
Donations and legacies	232,420	-	232,420	128,888	361,308	401,394
Charitable activities	1,266,283	-	1,266,283	52,565	1,318,848	889,632
Gifted assets on merger	-	-	-	-	-	87,119
Investment income	2,598	-	2,598	-	2,598	1,166
Total income	1,501,301	-	1,501,301	181,453	1,682,754	1,379,311
Expenditure						
Raising funds	129,304	-	129,304	-	129,304	114,243
Charitable activities	1,384,042	27,279	1,411,321	227,023	1,638,344	1,109,891
Total expenditure	1,513,346	27,279	1,540,625	227,023	1,767,648	1,224,134
Net income/(expenditure) before investments gain/(loss)	(12,045)	(27,279)	(39,324)	(45,570)	(84,894)	155,177
Net loss on investments	(1,456)	-	(1,456)	-	(1,456)	(90)
Net income/(expenditure) after investments gain/(loss)	(13,501)	(27,279)	(40,780)	(45,570)	(86,350)	155,087
Transfers between funds	-	-	-	-	-	-
Net movement in funds	(13,501)	(27,279)	(40,780)	(45,570)	(86,350)	155,087
Reconciliation of funds						
Total funds brought forward 1 April 2018	213,873	129,541	343,414	248,111	591,525	436,438
Total funds carried forward 31 March 2019	200,372	102,262	302,634	202,541	505,175	591,525

Special thanks

We are incredibly grateful to the following individuals and organisations, whose significant grants, donations or *pro bono* support are helping to make life better for vulnerable young people:

Active Surrey

Amber Employment Services

BBC Children in Need

Borrows Charitable Trust

CAMHS Transformation Fund

Charlotte Grobien OBE of Give It Away Ltd

Chobham Bly Lawson Youth Fund

Community Foundation for Surrey

Co-op Local Community Fund

DCR Allen Charitable Trust

Delivered Social

ExPat Foundation

Farnham Lions

Freemasons of Middlesex

Heathrow Community Trust

Henley Investments

Keystone Law

Office of the Police and Crime Commissioner for Surrey

Peter and Marie-Claire Wilson

Richard Davies Charitable Trust

St Faith's Trust

Surrey Educational Trust

Surrey Heath Borough Council

The Alchemy Foundation

The Coleman Charitable Trust

The #iwill Fund

The James Wise Charitable Trust

The Souter Charitable Trust

Walton Charity

Woking District Rotary Club



The Eikon Charity inspires and transforms the lives of children and young people in Surrey.

Eikon is an award-winning charity that has been working in local Surrey communities for over two decades. We provide long-term support to some of the county's most vulnerable young people.

Our vision is to develop happy, thriving and resilient young adults who make a positive contribution to society.

The Eikon Charity

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