



eikon

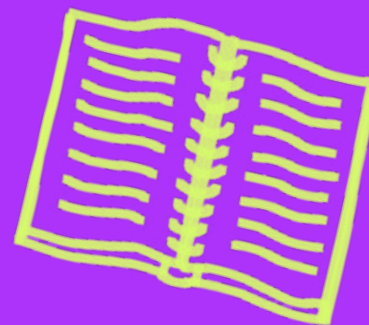
helping young people in Surrey

The Eikon Charity

**Annual Report and
Financial Statements
2022/23**



“YOU'RE NOT
alone”



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I can be open
and honest and
not be judged
by what I say

– YOUNG PERSON

About The Eikon Charity



We help young people to feel safe, heard and supported. We listen, we talk, and we help children and young people with the skills they need to live their best life. And we work with families and professionals to make sure everyone gets the support they need.

We help children, young people and families through a range of tailored support services, including one-to-one sessions, group work, outdoor activities and much more. We continue to strive to make sure that every young person we meet feels safe, valued, cared for and supported in the best way for them.

Our work is driven by our core beliefs:

Growing up in today's world can be incredibly challenging.

Every young person deserves to feel safe.

Prevention and early intervention often stop problems from becoming much bigger.

We should listen to young people. They understand better than anyone what's happening in their own lives.

Schools, parents and carers sometimes need help to support young people.

Our work changes lives. We're helping children and young people to gain the confidence and the skills they need to thrive.

Everything we do is guided by our values:

We elevate and amplify the voices of children & young people.

The needs of young people guide everything we do, shaping every decision and action we take.

We act with compassion.

We empathise with the pressures of modern life and feel compelled to help without judgement.

We work together.

Partnering with parents, carers, schools, policymakers, and young people themselves helps us all to succeed.

We take responsibility.

We recognise our part to play in the future of children & young people, and we hold ourselves accountable for their success.

David's story – Volunteer

In secondary school I was considered 'normal', someone who did their work and someone the school had no concerns about. But after a tough time in my first year of secondary school, I found myself feeling very depressed and scared of what the future may hold. I started having negative thoughts and questions about who I was and why I was so different.

In Year 8, it only started to get worse. Kids started saying horrible things to me in the playground. Inside my mood, anger and upset were getting worse. I was battling to try and get help – but just couldn't.


When I was 11, I found out lunch clubs were running in 'the blue buildings in the corner of the school', I thought I'd give it a try. The Eikon lunch clubs were an invaluable space to me throughout my time at Fullbrook School. They were a space to go where no one judged you, a space where you could be yourself. In Year 9 I also started to see an Eikon Youth Worker one-to-one, they helped me combat my anxiety and depression and boost my confidence. By the time Year 10 came around I felt so much happier, and even though I had the occasional bad week, I'd made so much progress and I have Eikon to thank for that.

But Year 11 was tough. I started to suffer with my depression again, was having arguments at home, and was stressed and anxious about my final year of GCSEs. I got help from a different Eikon Youth Worker who pointed me in the right direction. I felt back on track and made great progress with my GCSEs, and was even able to take on a Young Leader role with Eikon helping to run lunch clubs – this was a big milestone for me and overcoming my anxiety.

Since then, I became a Volunteer stepping up to helping supervise and run garden clubs for young people. I'm also now a Volunteer Mentor providing one-to-one support and passing on the different strategies I learnt to other young people who may benefit from them. I'm doing all of this while now studying at University.

In February 2023, I was incredibly pleased to be awarded Young Volunteer of the Year in the Runnymede Civic Awards! The best part of being a volunteer is seeing all the young people learning new skills with a 'learn by doing' approach in the garden. Seeing the positive impact these services have on young people, and knowing that mentoring is really making a difference.

Getting help from Eikon has really given me the confidence to do what I do today. I can't thank Eikon enough for the support they have given me and I'm glad that Eikon has given me the opportunity to help young people through lunch clubs and mentoring sessions today – long may it continue!

 **I cannot sing David's praises highly enough. He has overcome significant challenges in his own life, and now helps others in the same boat to feel valued, encouraged and hopeful.**

– Chris Hickford MBE,
Founder and Chief Executive of Eikon



"THEY HELPED ME
COMBAT MY
Anxiety"

The children, young people and families' stories featured in this report are true, but some names and identifying details have been changed to protect them.

Being a young person today



Growing up in today's world can be incredibly challenging – it's why we listen to young people, they understand better than anyone what's happening in their own lives.

Children and young people's wellbeing is deeply interconnected to their different relationships with families and friends, their experiences in school, and the online world¹. And it's clear that young people's wellbeing hasn't recovered since the pandemic – there have been major changes and disruptions to all these different aspects of their lives, from their family and living situations to accessing education². On top of this, one of the

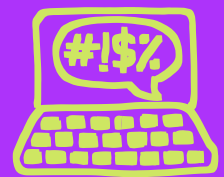
biggest worries now facing young people is the cost-of-living crisis, with 46% of young people telling us economic uncertainty makes them feel hopeless about their future³.

With limits to socialising during the pandemic, the online world became even more important to many children and young people as a place to have fun, connect with friends, and learn. While the internet can be a positive space for young people – there are potential dangers and harm we all need to be aware of to keep it safe. NHS reports show that one in eight 11 to 16 year old social media users said they'd been bullied online⁴. We can all do more to help keep the internet a safe space. Many young people will have grown up very familiar with the digital universe in a way their parents, carers, teachers,

46% of young people tell us economic uncertainty makes them feel hopeless about their future.



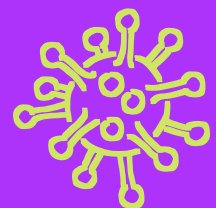
1 in 8 11 to 16 year old social media users said they'd been bullied online.



39% increase in under 18s being referred for NHS mental health treatment.



Before the pandemic, **1 in 9** children had 'a probable mental health disorder'. In 2020 this increased to **1 in 6** children, and has continued to rise since.





and other adults simply didn't have when they were younger. UK Safer Internet Centre revealed that 69% of parents and carers want to be able to talk to their child more easily and more often about being safe online⁵.

Throughout the year, we had children and young people often coming to us simply wanting someone to talk to. Every young person is a unique individual working out who they are, while experiencing day-to-day challenges of being a young person – whether that's moving to secondary school, facing exam worries, or making friends. All of this and more is a lot for any child to go through, with the added worries of what's going on in the world. Children need a safe place to just be children and have a trusted adult to turn to.

NHS research showed that before the pandemic, one in nine children had 'a probable mental health disorder' – in 2020 this increased to one in six children, and has continued to rise since⁶.

Children and young people with mental health problems are less likely to enjoy and feel safe at school or have a friend they could turn to for support⁷. This can make a young person feel incredibly alone and isolated, particularly if they don't know who else to turn to for help.

In 2023, reports suggested a 39% increase in under 18s being referred for NHS mental health treatment⁸. And estimates show us that in the next three to five years, 1.5 million children and young people will need new or further support for their mental health⁹.

¹ [Childrens-Mental-Health-Services-2021-2022-1.pdf\(childrenscommissioner.gov.uk\)](#)

² [Promoting children and young people's mental health and wellbeing \(publishing.service.gov.uk\)](#)

³ [Wellbeing of young people stagnates at all time low post pandemic, warns Prince's Trust NatWest annual research. \(princes-trust.org.uk\)](#)

⁴ [Mental Health of Children and Young People in England 2022 - wave 3 follow up to the 2017 survey - NDRS \(digital.nhs.uk\)](#)

⁵ [Safer-Internet-Day-2023-Full-Research-Report.pdf\(dixsi6mgo67kia.cloudfront.net\)](#)

⁶ [Mental Health of Children and Young People in England 2022 - wave 3 follow up to the 2017 survey - NDRS \(digital.nhs.uk\)](#)

⁷ [Mental Health of Children and Young People in England 2022 - wave 3 follow up to the 2017 survey - NDRS \(digital.nhs.uk\)](#)

⁸ [Child referrals for mental health care in England up 39% in a year | Children | The Guardian](#)

⁹ [Extra investment needed to tackle surge in children and young people seeking support for eating disorders | NHS Confederation](#)



I just needed
someone to listen to
me ... I'm here today
because they did.

– YOUNG PERSON

Understanding and giving support for challenges early can often stop problems from becoming much bigger – and we believe every child deserves to feel safe, heard and supported.

But some children are having to wait months and months to access the right support, in which time their wellbeing and mental health can get much worse and reach crisis point.

All children and young people should be able to get support that is right for them, when they need it – before their worries and problems get worse.

The key aspect of improving mental health care for children is in preventative services, especially if we want to reduce demand for mental health units and ensure people get the care they need before it's too late.

– Sean Duggan OBE, chief executive of the NHS Confederation's mental health network

Lola's story – Young person

I began to realise something was wrong during the second lockdown of the Covid pandemic. I started to feel nauseous from anxiety and felt very uncomfortable in my own skin.

I reached out for help because I was scared that if I didn't tell someone about the anxiety and depression, it would build up to a point where I couldn't control my actions and I would end up in a place I did not want to be.

I started my support sessions with Eikon and found that being able to speak to someone about the emotions overwhelming me and having someone give their time and patience was incredibly comforting. I didn't feel judged. Instead I felt relieved. That was now a year ago and, through support, I am coming to understand how to overcome the problems that sometimes take over me. I am much happier than I have been in a long while.



AMAZING
SUPPORT

Chair and CEO's reflections



Ongoing development of the charity



Chris Hickford
CEO



Nigel Goddard
Chair

As an organisation, Eikon has made fantastic progress in recent years, and we've grown and developed significantly.

When we talk about growth, we not only mean our growth in terms of our number of staff and volunteers, income figures, or even the number of children, young people, and families we support – though all of these are important. We're also talking about growth in the depth of our expertise, diversity, professionalism, safeguarding, our ability to measure the impact we have, and what those figures and stories tell us – which is so positive. Over recent years, we've also experienced growth in our influence across Surrey as experts in our fields and trusted to help improve services for children and young people.

This year we have, and will continue to, invest in being the 'best in class' for the quality of our

services for young people, our impact, and safeguarding practice. Key strategic projects have hugely progressed this year including:

- completing the first stage of our strategic review of services,
- improving our outcome measurement and impact reporting,
- furthering our equality, diversity, and inclusion work,
- and developing our new brand and website.

We wouldn't have been able to achieve all this, and continue providing critical support for young people, without the dedication and passion of all our staff and volunteers.

Look through the 'Activities and performance' section of this report and you'll see just how much of an impact we've had in the lives of children, young people, and their families. This is thanks to each and every one of our dedicated staff and volunteers, generous supporters, and valued partners.

– CHRIS HICKFORD, CEO
& NIGEL GODDARD, CHAIR

Listening to children and young people

Children and young people should have an active voice in their care. It's vital that we listen to children and young people and truly understand what they need, particularly in the fast-changing world we live in. Our strategic services review and new brand were built on the foundations of listening to children and young people, families, and other key stakeholders, to help shape our services going forward and the way we communicate who we are, what we do, and why.

Continuing to deliver for children and young people

Flexibility is key if we're to continue to meet the needs of children and young people.

Amidst all our growth, we've continued to deliver caring, tailored, and safe support services for young people who need our help. We've further developed many of our programmes to adapt to the changing needs

of children, working to ensure that all young people feel safe, heard, and valued.

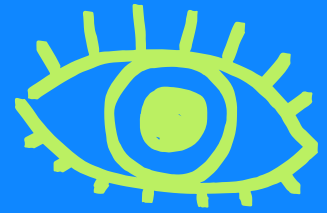
During the pandemic, early intervention and support became increasingly challenging as children coming to us for support often had more complex and serious needs than before. Although we're still experiencing a high need for our services, we're also able to focus more on providing vital early support and preventative services. We're seeing challenges develop at younger ages, and we need to do more to support children earlier on to build the tools to help care for their wellbeing and ensure they know who to turn to for support.

We recognise the need to consolidate and ensure that further growth, whilst responsive and flexible to the needs of young people, is resourced properly and sustainable – and is driven by data and insights. We will of course make sure we have the people we need in the right roles to ensure we can successfully deliver our strategy for young people.

We have built an amazing team, made up of individuals with invaluable unique skills and experience to support children, young people, and their families – and we're united in our mission to help young people across Surrey.



Our year at a glance



Our goals for the year:

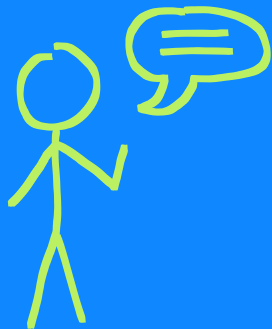
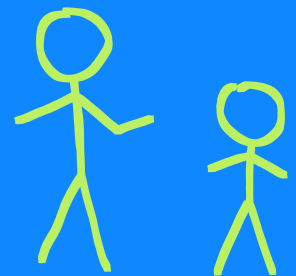
- Young people having someone to turn to
- Young people empowered
- Enabling adults to support the young person

In 2022/23 we achieved these goals through ...



2,054
children
and young
people
attending sessions
with Eikon

17,085
individual
attendances
at group and
one to one sessions



1,339
parent and
guardian
attendances at
Eikon

2,221 registrations
to attend Eikon parent,
guardian, and teacher
webinars



209 schools with young people attending Eikon sessions

These numbers only tell part of the story – the real impact is the difference made to young people.

We asked children and young people directly what they thought. Here's what they said ...

95.45% said

🗨️ Eikon gave me the support I needed at the right time



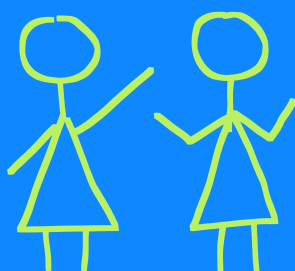
90.9% said

🗨️ the support Eikon gave me improved my situation



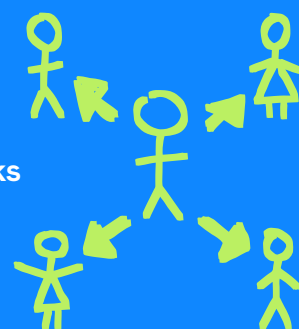
90.9% said

🗨️ I would recommend Eikon to a friend who needed support



95.45% said

🗨️ I know which support networks are available to support me in the future



Activities and performance

We're guided by the needs of young people. This means we work directly with children and young people themselves, but we also work with parents, carers and professionals in schools and communities to help support young people through every aspect of their lives.

Listening, understanding, and giving support for challenges early can often stop problems from becoming much bigger. Prevention and early intervention are essential to help ensure children and young people have the right support in place and know where they can turn for help¹⁰.

Partnering with parents, carers, schools, organisations and policymakers helps us all support the best outcomes for young people. We recognise our shared part to play in the future of children and young people.

We're proud to also be a part of Mindworks Surrey since 2021 – the emotional wellbeing and mental health service for children and young people in Surrey. Mindworks focuses on ensuring children and young people have a central voice in decisions about their care, more choice about their support options, and more opportunity to access advice and help in their local community. We deliver a number of different support services for Mindworks, including one-to-one support, group work sessions, and signposting and advice.

All our different services aim to contribute to the wrap-around support we provide children and young people – making sure they have someone trusted and safe to turn to when they need help.



Mindworks
Surrey

¹⁰ [Childrens-Mental-Health-Services-2021-2022-1.pdf \(childrenscommissioner.gov.uk\)](#)

Evidence tells us that if we don't keep children and young people safe through systematic means, young people will fall through the gaps and come to harm.

– SAFEGUARDING TEAM



WE
listen

Safeguarding

Keeping children and young people safe is a cornerstone of all Eikon's work, and safeguarding is everyone's responsibility. Our teams are also supported by a dedicated team of safeguarding professionals, who help ensure best practice in safeguarding across all areas of our work.

Safeguarding is approached from multiple perspectives to ensure children and young people are always kept safe. As a learning organisation, our team ensures that safeguarding is always at the forefront of everything we do. Throughout the year, the team has built upon our already comprehensive safeguarding training and has introduced bespoke guidance across the diverse areas of work that form Eikon. This included follow-up training for our Senior Leadership Team and Trustees, frontline practitioners, and our administration staff who often see and talk to children, young people, and their families in our office.

The Safeguarding Team is also responsible for the management of safeguarding policies for the organisation. We continue to develop systems for identifying and actioning concerns for young people, and have successfully exceeded expectations, evidenced by our annual safeguarding audit 'SafeWeek'.

We continue to grow our safeguarding capabilities to ensure they continue to keep children and young people safe, as our services grow. With our increased capabilities, we remain focused on championing best practice, both in responding to concerns – and using our unique insights to promote safeguarding across our networks.

Discovery Team

Our Discovery Team is responsible for effectively assessing the needs of children and young people who are referred for support, and matching them with a service provided by Mindworks Surrey partners that will best meet their unique needs.

Mindworks partners are working together to make it easier and quicker for young people to access the right advice and support. In 2022/23 our Discovery Team received 3,027 referrals for children and young people needing support. The Discovery Team reaches out to the parent or carers when they receive a referral. Getting as much information as possible about their young person's circumstances and preferences, as well as speaking with the young person if they're over 12 years old, ensures the right outcome can be reached for each young person.

By gathering all the relevant information about each young person's situation, we're able to make an informed decision on where they can get the best support that's right for them. If a young person's needs change during the process, meaning they need help sooner or a different type of help, our team is able to react and utilise the wider services available to meet those needs.

It helped having
someone to talk to
about the problems
I have at school and
home and things that
make me anxious

– YOUNG PERSON



Mentoring

Being a mentor for Eikon means you giving some of your time. Investing this time in young people that need support can help steer the rest of their lives for the better. What could be a more rewarding use of that time?

– JIM, VOLUNTEER MENTOR



Volunteer Mentors meet young people face-to-face in school for one-to-one sessions, providing a safe space for students to explore their feelings and be listened to – sometimes for the first time.

Our team of Volunteer Mentors support young people across 6 different schools in Surrey. Volunteers aim to meet each young person they're supporting once a week for 12 weeks, but this can vary depending on the needs of each young person.

Mentoring sessions can help young people find their voice and feel confident enough to say how they are really feeling. Students can talk to their mentors about problems they're struggling with – from family and friendship issues to anxiety and worries about school. Mentors can also support young people in identifying and setting their own goals. Our mentors come from a range of backgrounds with unique skills and experiences they can use to help young people. One of the best scenarios is when a young person says they don't need to see their mentor anymore, because they have improved and built the skills to carry on without our support.



Wellbeing Ambassadors

Wellbeing Ambassadors is a student led wellbeing initiative designed to amplify student voice on whole school wellbeing.

Students from Year 3 to Sixth Form are trained in the 5 Ways to Wellbeing, with the aim to understand how to look after their own wellbeing, provide peer-to-peer support, and create projects to promote wellbeing in their schools. Between September 2022 and April 2023, we trained 227 Wellbeing Ambassadors across 23 schools.

The 5 Ways to Wellbeing offers an evidence-based approach to empower children and young people to care for their own and their peers' wellbeing. The programme is an opportunity for children to be active students and feel listened to, while learning valuable skills in project planning, presenting, volunteering and participating in meetings.

We found the training really encouraged the children to take ownership of their roles, and they were more enthusiastic about leading special events within the school.

– ST CLEMENT'S
PRIMARY SCHOOL

¹¹ [Microsoft Word - Five_ways_to_well-being the evidence.doc \(neweconomics.org\)](#)



What are the 5 Ways to Wellbeing?

Connect | Learn | Active | Notice | Give

These 5 ways are evidence-based actions that are easy to use and understand, enabling children and young people the opportunity to apply them to their life. The 5 Ways to Wellbeing were developed by the New Economic Foundation, based on findings from the 2008 Government office for Science Foresight Report¹¹ and have been widely adopted nationally by the NHS.

St Clement's Primary School

The eight Year 6 children who took part in Wellbeing Ambassador training have gone on to ...

- lead whole school assemblies on health and wellbeing, kindness, anti-bullying and more,
- train other Year 6 students on 'How to be a good Key Stage 1/2 prefect' focusing on recognising and rewarding positive behaviour,
- and create a 'buddy scheme' with the Reception class for reading support.

Rosebery Secondary School

11 Wellbeing Ambassadors have gone on to ...

- set up a monthly Wellbeing Café for Year 7 – 9, providing a space for students to talk and take part in themed craft activities,
- speak at parent events about supporting and engaging with children and their mental health,
- and put on whole school activities for Mental Health Awareness Week.

Eikon's work training young people as Wellbeing Ambassadors inspires them to thrive beyond academic attainment, and it lays the foundation for leadership, youth voice, and whole school initiatives.

– EIKON YOUTH SUPPORT PRACTITIONER

I FEEL MORE
CONFIDENT*

Smart Moves

The Smart Moves resource programme was created and developed for schools to support young people with the transition to secondary school.

Year 6 students work through a programme of exercises in their booklets, aimed at giving young people small learnable skills and confidence that will increase their resilience during the move to secondary school. This time of change and moving away from the familiarity of their primary school can be an incredibly difficult time for young people. Students can feel isolated, scared, and want to avoid going to school – meaning they miss education and can end up in potentially dangerous situations.

Thank you so much.
Without a doubt your
resources are the
best I've ever used
to support children
with the transition to
secondary school.

– TEACHER



Smart Moves helps students be prepared for these changes and positively engage with their new school environment. Teachers are provided with guide books, enabling them to lead short, evidence-based sessions, to support Year 6 students with the transition from primary to secondary school. There are also separate resources to support students as they progress through Years 7 and 8.

This year we developed our new Smart Moves Next Steps book, preparing to launch it in June 2023. Based on Smart Moves, this transition resource is created for children with Special Educational Needs and Disabilities (SEND) in Years 5 and 6. This version aims to help children with SEND learn how to consider and cope with many real-world situations they may face.

We also continued working with Surrey Police to create a bespoke version of Smart Moves for publication next year, including additional content around staying safe online and county lines drugs operations.

In 2022/23, we provided 14,526 Smart Moves booklets.

Smart Moves is the only Surrey-wide resource supporting transition to secondary school using the Resilience Framework. Enabling schools delivering the programme in Years 6 and 7 to use consistent language and approach, helping to improve the emotional literacy of their students and increase their overall resilience.

Smart Schools

Smart Schools is a bespoke programme supporting schools to embed a positive culture of mental health and wellbeing across the eight key areas identified by Public Health England¹²:

1. **Leadership and Management**
2. **Pupil Voice**
3. **Parent and Carers**
4. **Staff Development**
5. **Targeted Interventions**
6. **Culture and Ethos**
7. **Identifying Need**
8. **Curriculum, teaching and learning**

We work collaboratively with each school, helping them to understand how much they currently support the mental health of their

Smart Schools

Strategic
Mentally healthy
Aspirational
Resilient
Thriving

students and staff. Smart Schools then helps show where students and staff can be better supported, giving tailored staff training and parent support to meet everyone's needs.


We recognise the pressure on schools to provide a mental health offer that is embedded in curriculum and culture, Smart Schools works with Ofsted inspection criteria and Surrey Healthy Schools. Our programme works to support the whole school community – students, school staff, parents and carers – in creating a school environment that is safe, supportive, and understands the mental health and wellbeing challenges every individual can face.

Schools and colleges have an important role to play in supporting the mental health and wellbeing of their pupils and students, by developing approaches tailored to the particular needs of their pupils and students. Taking a coordinated and evidence-informed approach to mental health and wellbeing in schools and colleges can also help foster readiness to learn.

– PUBLIC HEALTH ENGLAND



¹² [Promoting children and young people's mental health and wellbeing \(publishing.service.gov.uk\)](https://publishing.service.gov.uk)

 This webinar was really useful with lots of practical advice and real-world strategies to use. We need to get as many families as possible to attend your webinars – we will have better equipped parents and happier kids.

– PARENT

Webinars for parents

Our webinars for parents and carers explore ways they can support the mental health and wellbeing of their children and young people at home. Combining theory and practical tips, webinars offer a range of accessible ideas for parents to choose from and find those that best suit their family.

As part of our Smart Schools programme, we initially developed our webinars in response to the pandemic to help parents and carers – since then the webinars have become increasingly popular. In 2022/23 we delivered 14 webinars, reaching over 2,200 parents, carers and school staff, covering popular and new topics including:

- Transition from primary to secondary school
- Self esteem and confidence
- Healthy online behaviour and safety
- Positive communication
- Exam stress
- Strategies for supporting stress and worry

Webinars are free to attend for all parents and carers living in Surrey or with children attending school within Surrey. This year we experienced record numbers of parents and carers registering for our webinars, with 624 people registered for the ‘Supporting your child’s transition to secondary school’ webinar.

With greater access to social media and technology and the disruption to vital learning years due to the pandemic, children and young people are living in a world that many parents

Easy and practical suggestions to start straightaway, I’m looking forward to putting some into practice and improving my children’s self esteem. Comforting to know that lots of parents are experiencing these issues, I’m not alone.

– PARENT

haven’t experienced. The webinars increase a sense of community and reassurance for parents that they are not alone during challenging times. Supporting parents and carers’ own mental health enables them to better support their children’s wellbeing. Across all our webinars, 96% of attendees report that they have greater confidence in helping their children after watching our webinar on their chosen topic.

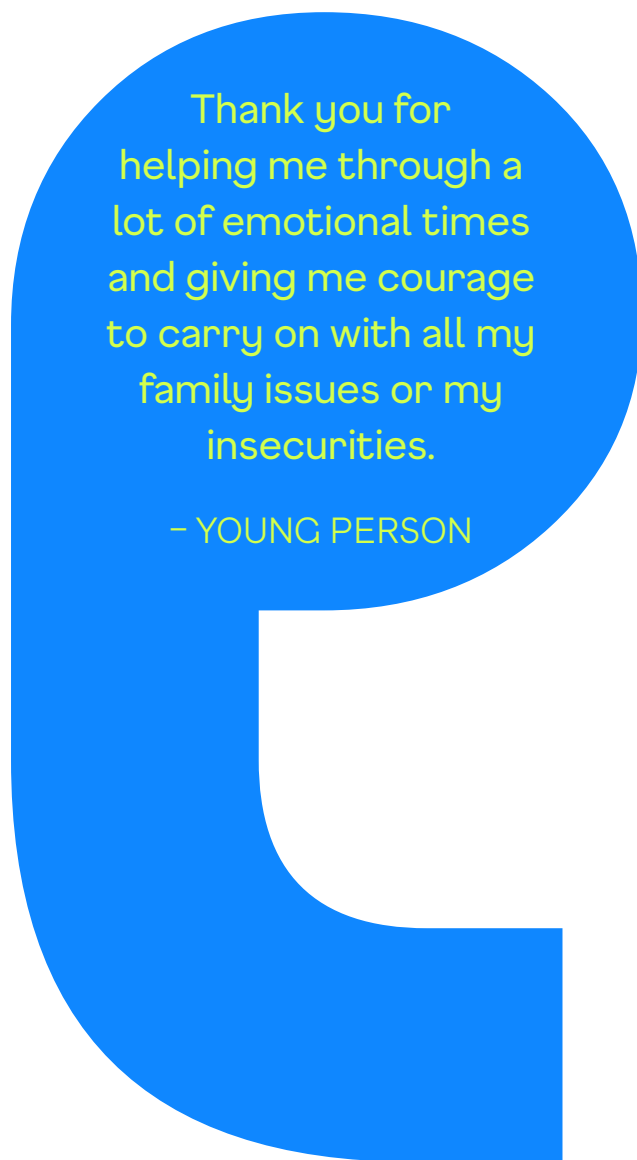
Youth Support Practitioners

Based in a secondary school, Youth Support Practitioners (YSPs) are fully integrated into the wellbeing support offered in their school. Our team of five work independently in five different Surrey schools, with the Practitioners coming together termly to share practice, themes arising in their schools, complete training, and support each other.

Embedded within the school community, Practitioners are able to provide early support when they identify problems first arising for young people. Youth Support Practitioners help through a range of support activities and adapt to the changing needs of students in the school. In 2022/23 they provided support by:

- **Collaborating with other Eikon staff** to support programmes including Wellbeing Ambassadors, Heads Up! and Anti-Bullying Ambassadors, supporting the school's wider wellbeing aims.
- **Organising trips and residentials.**
- **Running lunch and garden clubs.**
- **Providing 3,502 one-to-one sessions, helping 474 children and young people.**
- **Facilitating 125 small group activities** for particular needs including friendships, bullying and exam stress, **attended 8,760 times by children and young people.**

In February 2023, our Practitioners ran a residential trip for young carers in Years 7



Thank you for helping me through a lot of emotional times and giving me courage to carry on with all my family issues or my insecurities.

– YOUNG PERSON

and 8, which was the first trip of its kind since the pandemic. The trip gave the young people an opportunity to meet other young carers, share experiences, support each other, and have time to be young people without the responsibilities of caring for a short while.

I have been blessed in my role at the school to see many successful young people since 2016. I would like to describe myself as belonging to both Eikon and my school's community – equal partners, each working to keep young people at the centre. Both partners enabling innovation and creative approaches to help empower young people to have the self-belief and confidence to be their authentic selves.

– SAMENA, YOUTH SUPPORT PRACTITIONER

The residential was so much fun – I loved all of the activities and the staff that came. The snowboarding was the best!

– YOUNG PERSON



THANK YOU FOR HELPING
AND LISTENING TO ME

– YOUNG PERSON

Eikon feels safer
than other places
like the canteen
or playground for
lots of reasons.

– YOUNG PERSON

Supporting young carers is also a key area of support needed in schools. As we all as the residential trip, our Practitioners offered fun and relaxing activities for young carer groups this year, including mindfulness drawing workshops and lunchtime clubs, helping to reduce anxiety and stress.

Youth Support Practitioners provide a separate safe space in school for young people to explore their feelings, concerns, and thoughts, or simply just have a quiet non-judgmental place to be during what can be an overwhelming school day. Practitioners continue to support students until they feel able and confident to move on.

Ollie's story

– supported by Samena, Youth Support Practitioner

Samena has always been there, running weekly young carers lunch clubs, trips and activities, as well as free lunches once a term. I've also had one-to-one support from her to help me with my mental health and coping mechanisms.

Thanks to her support, I've been given a range of opportunities to distract me from my worries at home. These chances have led to even greater things. I'm one of nearly 40 Anti-Bullying

Ambassadors at my school, and we're all trained by the Diana Award, through Samena. I have the incredible opportunity to lead them, alongside my new role as one of 10 members of the National Anti-Bullying Youth Board, representing over 40,000 ambassadors across the country.

Samena and Eikon have been with me every step of the way, through thick and thin. I couldn't be more thankful for the endless support that she has provided me and the opportunities I've been given as a result.



THEY TAUGHT
ME HOW TO

cope



TAKING CARE OF THE
GARDEN REMINDS ME TO
TAKE CARE OF MYSELF

– YOUNG PERSON

Gardening club is
for all school years
and is relaxing and
somewhere to have
a rest with nature.

– YOUNG PERSON

Hopes & Dreams Garden

Our Hopes & Dreams Garden is one of the many garden projects our team supports across Surrey Schools. It's a space created by and for young people to relax, learn and grow. Over five years ago, a group of students had a dream to transform an overgrown part of their school grounds into a beautiful garden that could be enjoyed by future students and help their wellbeing.

Since the Hopes & Dreams Garden opened in July 2019 located in the grounds of Fullbrook School, it has provided a space where students can volunteer and help create something beautiful for others to enjoy, all while learning new skills and making new friends. In 2022/23 we saw over 1,500 visits to our gardens by young people, including 146 young people attending regular sessions of our garden club at Fullbrook School. Led by Adult Garden Volunteers and a Youth Support Practitioner, the garden club provides a safe place for students to get involved with nature activities, relax, have fun, and connect with others while maintaining the garden. Research and our

own experience shows us that connecting with nature can have a significant positive impact on our wellbeing¹³. Fullbrook School also has a Wellbeing Group that regularly use the garden to support young people.

In July 2022, our student volunteers hosted their first garden open day, showing their families and friends what they have created. The young gardeners planned for the open day months in advance, sharing their ideas about how to make it

¹³ [nature-and-mental-health-2021-pdf-for-download-pdf-version.pdf \(mind.org.uk\)](https://www.mind.org.uk/resources/mental-health-advice/nature-and-mental-health-2021-pdf-for-download-pdf-version.pdf)

an enjoyable visit for guests of all ages. They also practiced giving tours around the garden, so they could confidently and proudly show the guests what they had been working on. At the open day, the young gardeners sold different plants they'd propagated and hand made gifts from items in the garden. There were games, a scavenger hunt, refreshments, and we even had a special guest appearance from our first hedgehog in the garden!

Our practitioners also use the Hopes & Dreams Garden for one-to-one sessions with young people.

In the future we hope to see the garden used in a variety of ways – with more one-to-one and group sessions in the garden, so that children and young people, and our staff and volunteers can benefit from the outdoor green space.

The garden is
like my time at Eikon.
We don't see the
changes straight away,
but one day we will
notice three flowers.

– YOUNG PERSON

I spent some time in the garden today with one of the young people I support, they said "I really liked being able to sit in the quietness looking at all the wildflowers, it was super peaceful. I loved the little bridge and how we sat amongst the trees ... it's like we faded away."

As a practitioner I'm thankful to have a space where we can sit and enjoy the outdoors. Thankful to see the young people taking part in the gardening and really taking ownership. They really inspire me – I wish I had the same enthusiasm for gardening. Well done lovely people for all your hard work, you each are amazing.

– EMOTIONAL WELLBEING PRACTITIONER





We're very grateful for your help, our son has had a real boost.

– PARENT

I found our first session helpful as we got to have a chat and talk about how I feel, and I felt listened to.

– YOUNG PERSON

Early Intervention Coordinators

Early Intervention Coordinators (EICs) focus on early intervention and prevention, helping young people of secondary school age to cope with and overcome challenges when they first emerge.

Our three EICs work as part of the Mindworks Surrey Schools Based Needs Team, taking referrals from a cluster of secondary schools. As a main link between schools and Surrey's mental health services, our EICs work together with Surrey and Borders Partnership NHS staff in Runnymede, Surrey Heath and Waverley to ensure each young person gets the help that is right for them and their needs.

In 2022/23 our EICs provided support on a wide range of issues including friendship and family relationships, managing anxiety, personal trauma, identity, and low self-esteem through one-to-one sessions for children and adults, groups, and events.

Children and young people need to be able to access local early support, though some do not meet the criteria or are left with long waiting times. For these children and their families, Early Intervention Coordinators provide this vital early support, advice, guidance and someone to talk to. Helping prevent their worries from getting worse and supporting children to build the tools and confidence to look after their own wellbeing in the future.

Children's Wellbeing Practitioners

Our Trainee Children's Wellbeing Practitioners are learning to deliver short-term goal-based support for children and young people who are struggling with anxiety difficulties, sleep difficulties, poor eating patterns, low mood, depression or low self-esteem.

Children's Wellbeing Practitioners work as part of Mindworks Surrey, helping young people typically through 6-10 guided self-help sessions based on Cognitive Behavioral Therapy. This involves our Practitioners offering practical strategies to young people and their parents to help them cope with the challenges they're struggling with.

These sessions allow young people to practice coping skills in real-life situations with the safety and support of their Practitioner. Helping to reframe unhelpful thoughts that are causing or worsening a child's emotional problems, to more positive and helpful ways of thinking. By learning problem solving techniques and practising strategies in support sessions to help cope with their worries, young people can build tools they can use when they're feeling anxious and overwhelmed. This helps a child to be less fearful of their anxiety, because they can recognise emotions and know how to manage them, enabling them to live their best life.

Thank you for all you have done with Amelia. To see how she has changed and grown in the last few months is wonderful. We both know that this is not something that will go away. But that, with the tools she now has, she can deal with it, address it and be ok with it.

– AMELIA'S MUM



Rachel's story

- Trainee Children's Wellbeing Practitioner

When I first met Amelia, she was struggling with social anxiety, which was stopping her from enjoying social activities with friends. Amelia made a goal in our sessions 'to catch a train into town with a friend'.

At the start of our sessions together, she set the progress score for the goal at 1/10 and didn't think it would be possible to achieve her ambitious goal ...

I listened to Amelia, and we worked together to identify the unhelpful thoughts that were

contributing to her social anxiety, challenge them, create a new more helpful thought, and then finally test this new thought. This all helped strengthen Amelia's belief in her new thought and helped her let go of the original unhelpful thoughts. Through our sessions, Amelia's goal progress gradually increased - she credited this to her understanding of unhelpful thoughts and her ability to start challenging these.

In our last session, Amelia scored her goal progress at 9/10 - Amelia had caught the train into town with her mum.



“THEY HELPED ME
achieve
MY GOAL”


Children & Young People Counsellors

Eikon's Counsellors give children and young people a safe and confidential space to speak about their experiences and worries. They listen without judgement and act with compassion, supporting young people to make positive decisions for themselves.

Working directly with children from the age of six, our counselling service allows Eikon to meet the needs of young people experiencing mental health difficulties at a greater intensity. Counsellors are highly skilled, meaning they can adapt and react to each young person's needs using a number of strategies including symbolic, creative, behavioural, cognitive and psycho-educational.

Counsellors are an essential part of ensuring the wellbeing of children and young people. They teach strategies and methods that help to manage emotions, enabling young people to navigate demanding situations in a positive way.

My Counsellor made me realise I'm not alone

– YOUNG PERSON



Alfie's story – supported by Sarah, Community Team

When I first met Sarah, I was depressed and unmotivated. I was experiencing anxiety attacks and flashbacks and had a real lack of self-belief.

I'm now happier in myself and believe that I can achieve my dreams. I've returned to school to focus on Maths and English and have started a college course in Media, Art and Engineering. Sarah has helped me to have confidence through engaging me in activities of interest, being there so I can be open and honest about my feelings, helping me explore my thoughts and emotions, and offering strategies to manage my emotions.

Sarah supports me with school and college and encourages me to try new things.

"I CAN smile AGAIN"

Saf really has taken me into a more positive headspace. I feel that he has really helped me build and discover my confidence and I honestly feel like a new person for it. I like that Saf was just genuine and human with me, it didn't feel like 'therapy', but actually felt like talking to a friend who knew of ways to help me.

– YOUNG PERSON

Emotional Wellbeing Practitioners

Emotional Wellbeing Practitioners (EWP's) work in many different ways to create nurturing spaces for children and young people to explore anxieties and experiences, supporting them to set and achieve their own goals.

Children and young people are referred to our Practitioners in a number of different ways including through Mindworks Surrey. Practitioners offer tailored support, including help with anxiety, self-harm, low mood, bullying, self-identity, and isolation. Supporting young people to identify the outcomes they want, our Practitioners use a range of creative methods in informal and safe environments to help young people achieve their personal goals. With a mixture of individual and group work, Emotional Wellbeing Practitioners can provide an effective alternative to more formal practices that don't suit every young person.

Thanks to my Eikon Practitioner, I now have better connections with my family

– YOUNG PERSON

I've seen a big change in my daughter and Saf did a lot of good work to help us put things in place at school to help with her anxiety. Thanks for all your help Saf! Keep doing what you're doing because it works.

– PARENT

Neurodevelopmental support

Neurodevelopment Emotional Wellbeing Practitioners have specialist skills, experience, and training around neurodivergent needs. They're able to support children and young people who require a more specialist understanding of their needs to help achieve the best outcomes for them.

Our neurodevelopment specialists work directly with children and young people who have suspected or diagnosed neurodivergent needs. They also extend their support to

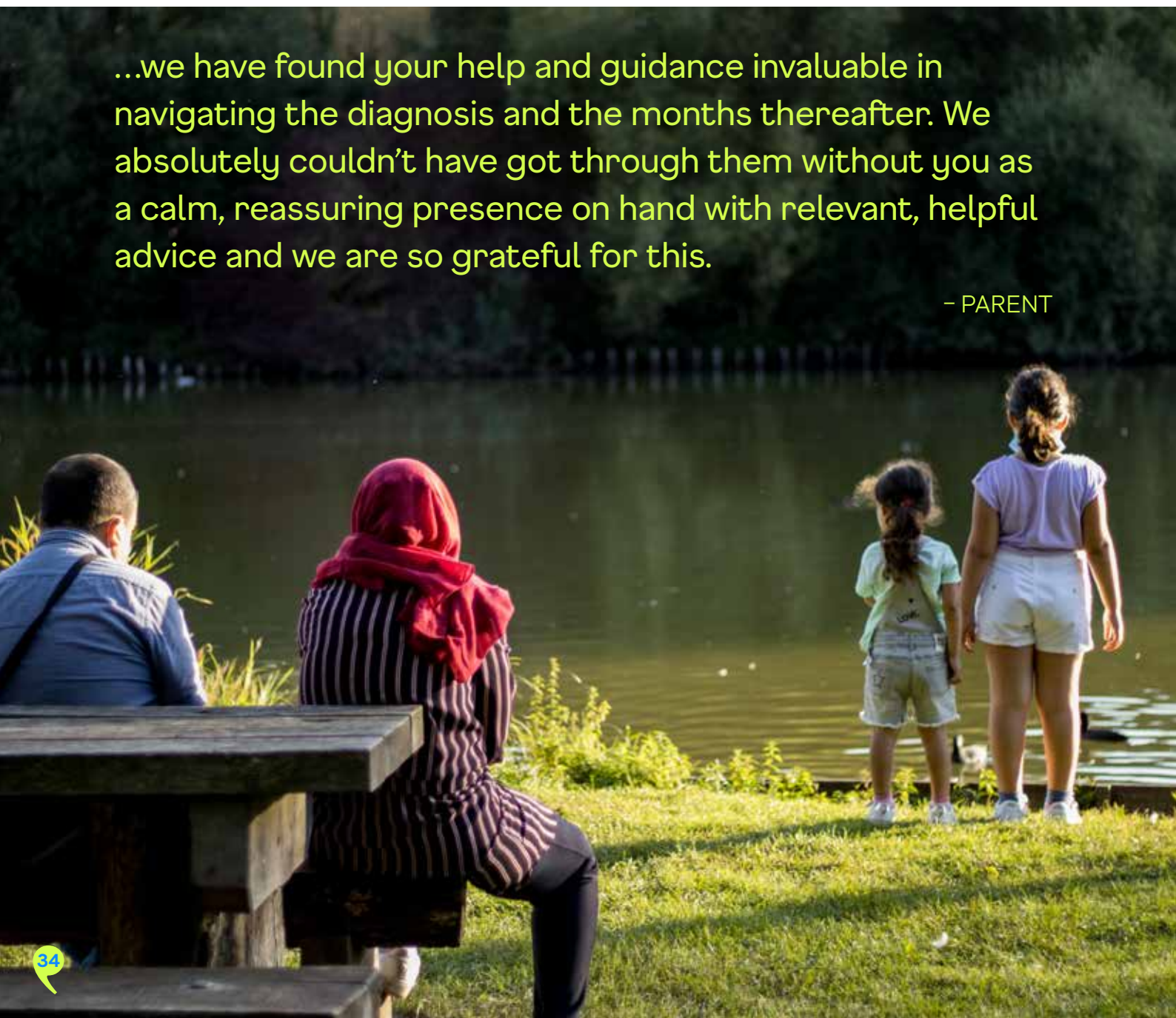
work with parents, carers, schools, other professionals, ensuring everyone is supported to navigate challenges in a positive way, providing better outcomes for everyone involved.

For children and young people with neurodivergent needs, life can be complex. By having specialist Neurodevelopment Emotional Wellbeing Practitioners, Eikon can ensure support is available to understand and positively work through those complexities.

This year we introduced our new parent support programme which successfully supported over 200 families in its first twelve months.

...we have found your help and guidance invaluable in navigating the diagnosis and the months thereafter. We absolutely couldn't have got through them without you as a calm, reassuring presence on hand with relevant, helpful advice and we are so grateful for this.

– PARENT





We have had an absolutely wonderful experience of Ellie with our daughter. Ellie was reliable, responsive and kind. Our daughter enjoyed the sessions and seems a much happier girl for it. Ellie took the time to talk through some of my concerns for which I was grateful.

– PARENT

I found it helpful talking to Ellie and her listening to me.

– YOUNG PERSON

Wellbeing Practitioners

Eikon's Wellbeing Practitioners are based in communities and work alongside schools, healthcare professionals, and other organisations to give children, young people, and their families support as soon as they feel they are struggling.

Our Wellbeing Practitioners work directly with young people and their parents or carers through both one-to-one support and group work, including facilitating our High Hopes! parent workshops. Based in the community, our Practitioners can reach a huge number of children and young people quickly through Mindworks Surrey and our other services to coordinate the support they need across their family, school, healthcare, and other agencies. Our Practitioners also connect children and young people to other group work programmes being delivered by our wider Eikon team, making sure each young person gets the best support for them.

With more children and young people on longer waiting lists for mental health support, Wellbeing Practitioners play a vital role in ensuring young people receive support sooner. This means many children and families are not left waiting with the risk of health and wellbeing deteriorating and family connections suffering.

Throughout the year, our team of Wellbeing Practitioners grew, diversifying the training and experience within the team to better meet the evolving and growing demands for support.

We have noted more confidence in the majority of students who have attended Heads Up!, and seen friendships form between those attending where they have previously struggled to find friendship groups.

– TEACHER



Heads Up!

Heads Up! has quickly become an invaluable tool to help build the confidence and resilience of young people throughout their education journey. The programme is delivered by a full team of Emotional Wellbeing Practitioners, Wellbeing Practitioners, and Counsellors. The team also supports delivering Heads Up! directly in schools working with teachers, Youth Support Practitioners, and Early Intervention Coordinators.

I think at the start
I didn't understand
how to believe in
myself and now
I can.

– YOUNG PERSON

Delivered through group work, young people referred to Heads Up! attend a number of sessions which use creative approaches and activities to explore things like anxiety, stress, and anger. The variety of activities and having a safe space, enables young people to relax and fully engage with learning strategies to help manage and improve their own wellbeing.

Building confidence and resilience in a fun and engaging way ensures children and young people can recognise the value of their mental health and wellbeing. Having the tools to understand when their health or happiness is suffering ensures they can positively address challenges and confidently manage their wellbeing.

Following its success and the positive outcomes achieved for so many secondary school young people, this year saw Heads Up! adapted for primary school ages. Already delivered through six different primary schools now reaching over 100 young people, the primary school programme continues to grow, meaning we supported 335 children across the primary and secondary school Heads Up! programmes.

Heads Up! is also being developed to incorporate the positive effects that being outside has on our wellbeing and mental health. And we are working to adapt the programme for Special Educational Needs and pupil referral units, to help more children and young people build their confidence.



The High Hopes! programme
has helped me to be more
confident, independent and
work better in a team.

– YOUNG PERSON

High Hopes!
has helped me with
being a lot more
comfortable around new
people, they also helped
me get closer with
my family.

– YOUNG PERSON

A hugely supportive programme
that has the wellbeing of young
people front and centre of
everything that they do.

– PARENT

High Hopes!

We work with Surrey Outdoor Learning and Development (SOLD) to provide the High Hopes! programme for children and young people aged 8-16 to help improve their emotional wellbeing and mental health through outdoor activities and one-to-one support sessions. Parents and carers are also invited to join a workshop with Eikon practitioners, providing them with understanding and practical strategies to help support their child.

In 2022/23, 32 young people were supported through High Hopes! across six groups. This year we also included a group for neurodiverse children under the age of 10. The group was a great success in addressing the historical lack of support for these unique needs, with the children, parents and carers sharing the personal progress they achieved.

High Hopes! is helpful because it is nice to
talk to someone who understands me.

– YOUNG PERSON

Frankie's story - supported by High Hopes!

I don't think that I could have predicted the changes I have experienced in decades, let alone a couple of months.

I am certain that I could not have reached this point without High Hopes!, and, if I can be honest, I am not entirely sure if I would be here to tell you about this, if not for High Hopes!.

High Hopes! has had a massive impact on me, and it has changed my life. I am so happy to have taken part in it!"





Eikon was a huge help! I can't remember a time where my son has been in a better place.

– PARENT

There is nothing out there for my young person's age group so we were so relieved when we found your group.

– PARENT

LGBTQ+ support

Eikon's LGBTQ+ support continues to grow with many young people using the service highlighting they have nowhere else to go for the support they need.

Children and young people can be supported one-to-one by our Wellbeing Practitioners, Counsellors or Emotional Wellbeing Practitioners. As well as joining our LGBTQ+ youth group run by Volunteers and Youth Workers, young people can take part in activities based around learning LGBTQ+ culture and local communities, exploring their questions and identities, and meeting peers in the same community.

LGBTQ+ young people that come to Eikon often face unique challenges, from bullying, tensions with family, isolation, and not being able to explore or be themselves. The service offers much needed one-to-one and group support, a bespoke Heads Up! programme, and gives young people social spaces to meet others like them.

It's vital for all young people to have spaces where they can be themselves without judgement or fear. The lack of these spaces and additional pressures faced by LGBTQ+ young people mean that this community experiences above average rates of poor emotional wellbeing, self-harm, and suicidal thoughts. Providing the safety and space to explore their own identity, and helping parents, carers, and teachers to support that exploration, helps ensure LGBTQ+ young people can start to feel less isolated and alone. Being able to feel recognised for who they are and meet other young people like them, gives the space and safety to engage positively with the support available. Many young people tell us this is the first time they've been able to do this. It means being able to recognise and value their own self, understand their feelings, and navigate their own unique journey to positive mental health and wellbeing.

Surrey Heath Youth Council

Surrey Health Youth Council (SHYC) is a youth-led group whose mission is to make a difference to the lives of young people in the local community.

SHYC members spend time researching issues that have an impact on their community, creating campaigns and events to inform change, all while supported by our practitioners.

In February, SHYC took part in a national campaign around internet safety for young people, including taking part in a webinar with Internet Matters, Samsung and Eikon. In 2022/23, the youth council also focused on the cost-of-living crisis. The group hosted an online Q&A session with their local MP Michael Gove and will be completing a sponsored 10k walk and run in aid of a local foodbank.

Through SHYC, our practitioners provide a safe space for young people to come together, meet new people, learn important skills that will help them throughout life, and talk to a trusted adult if they need support.



It's fun
and we create
meaningful change
which benefits
young people.

– YOUNG PERSON



Sophie's story

– supported by Surrey Heath Youth Council

The first person to reach out to me was Mazz, our Surrey Heath Youth Council Eikon Youth Worker. I told her about my troubles and emotions.

She listened to me and made me feel truly heard. We spoke regularly over several weeks and she supported me to manage

these struggles. Some of the support included contacting my school to help them understand my needs and put things in place for me.

Mazz helped me get the support I needed and has helped me feel more comfortable in school.



I FEEL MORE
comfortable



My son learnt positive things about himself and created new friendships even with kids who aren't at the same school.

– PARENT

Summer Transitions Project

The Summer Transitions Project aims to help young people in Year 6 build their resilience and enhance their wellbeing while they move from primary to secondary school.

The project involves tailored one-to-one support and group workshops full of fun activities aimed at promoting healthy wellbeing and sharing practical tips around starting secondary school. A mix of Eikon staff support the project sharing their different skills and expertise from across the Eikon teams.

Young people first meet their Eikon practitioner in their primary school to talk about their worries and concerns for secondary school. Our practitioners then design the summer workshops and fun team building activities to ensure the activities match the young people's needs. After the move to secondary school, young people continue to meet their practitioner to help them settle in and receive support if needed.

Based in Elmbridge in 2022, we supported 22 Year 6 students to complete the project, helping them work towards their personal goals. Overall, we achieved our ambition for the project, with 100% of the young people who completed the project still being in secondary school once the project ended in October at half term.

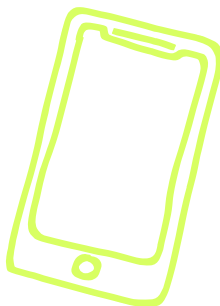
The project helped me feel happy over the summer and less scared when I started school.

– YOUNG PERSON

SUMMER
Transitions
PROJECT

The Summer Transitions Project allows young people in Year 6 who may find the move to secondary school overwhelming, a time to voice their worries, be listened to, and be supported through the transition period. It's also a valuable opportunity to meet other young people going through the same change and learn vital skills, all while taking part in fun activities and outings.

Improving our technology and organisational processes



Documenting our internal service delivery processes has been a priority to help us continue providing the best quality support for children and young people across the whole organisation. By bringing together all of our processes, we have been able to monitor and share best practice across our practitioner teams, helping ensure young people are supported safely from their first point of contact and throughout their whole time with us, including capturing outcomes from our work together. These processes now form a key part of our staff and volunteer inductions and ongoing professional learning and development. It has enabled our teams to ensure all staff are supported and confident in maintaining best practice across all ongoing management and reporting of our work supporting young people.

Developing a performance and quality framework that allows us to better measure, monitor and evaluate our outputs and outcomes was a key strategic priority for us this year. Building on the work done in 2021/22, we completed the design of our Outcome Measurement programme, and full implementation across the organisation is nearly complete.

By using Goal Based Outcomes, we can capture a quantitative measure of the distance children and young people progress towards their own goals. We also took considerable steps to move our Outcome Measurement programme from paper to digital platforms we already use when supporting young people.

At the beginning of receiving support from Eikon, each young person now works with their practitioner to set their own personal goals and score out of 10 how close they feel to achieving it. At the end of the support programme, the young person scores their progress towards each goal, helping visualise how much they have improved on their journey, recognise their success, and continue to shape their own journey.

Alex came to Eikon when they were struggling with self harm. With the help of their Wellbeing Practitioner, Alex set three goals:

GOAL 1: To understand myself and image and how to value and support self

GOAL 2: To understand the importance of eating, communicating about food and it's affect on me

GOAL 3: To understand the impact of my trauma and find new ways of coping

When Alex first came to Eikon, they rated their progress against each goal as a 1, the lowest score possible. With the support of our practitioner, Alex was able to confidently rate their progress and recognise their success.

GOAL 1: Opening score 1 >>> Closing score 8

GOAL 2: Opening score 1 >>> Closing score 9

GOAL 3: Opening score 1 >>> Closing score 9

I found the breathing techniques most useful because it calmed me down quite quickly.

– YOUNG PERSON

Most helpful telling me strategies and the games because it was fun ways to express your feelings.

– YOUNG PERSON



Our Outcome Measurement programme also captures the voice of children and young people, so we can directly hear the progress in their emotional wellbeing in their own words, what helped them most, and understand how we can improve.

We also developed and put in place further indicators to capture outcomes via our empowerment survey. Amongst other indicators, this captured the below:

- Eikon gave me the support that I needed, at the right time.
- The support Eikon gave me improved my situation.
- Eikon has given me the tools to help me make informed choices when it comes to my personal wellbeing in the future.

These link directly with our organisational goals:

- Young people having someone to turn to.
- Young people empowered.
- Enabling adults to support the young person.

Improving and standardising our data means we are better able to demonstrate our impact and the achievements of the children and young people we support. This has and will be valuable to share with our donors and supporters. The ongoing digitalisation of our internal and external reporting will continue through better use and

further development of the functionality within our case management system.

Improved IT infrastructure was also a priority for us in 2022/23. In June 2022, we successfully completed the tender process to identify a new IT service provider. Through the onboarding of our new strategic IT partner, Ramsac, we have improved day-to-day IT support and addressed key IT infrastructure projects. This included overhauling our WiFi connectivity, improving cyber security across the organisation, and developing plans to implement further digital solutions across Eikon in 2023/24.

To ensure we continue to protect young people and our team, we are working with our IT partner to continuously assess and strengthen our digital protections. In the last financial year 26% of charities experienced cyber security breaches¹⁴. We are currently in the process with our partner of identifying key elements of cyber security that affect charities including:

- production of a roadmap to achieve Cyber Essentials accreditation,
- use of personal devices,
- assessing supplier risk,
- and attitudes towards cyber security.

All of this is helping us to grow the depth and safety of work for children and young people.

¹⁴ [Cyber Security Breaches Survey 2021: Statistical Release \(publishing.service.gov.uk\)](https://publishing.service.gov.uk)

Equality, Diversity and Inclusion

2022/23 continued our Equality, Diversity and Inclusion (EDI) journey. Working with the National Centre for Diversity, we surveyed internal and external staff, partners, and service users, to get stronger insights into our EDI capability. Whilst we were overall pleased with the outcomes of the survey results, we recognise that EDI is an area of continuous learning and development.

We set up a steering group to help with the journey, the group is made up of trustees, staff from across all areas of the organisation and volunteers. Internally, members of the EDI group delivered LGBTQ+ learning workshops for all trustees, staff, and volunteers in 2022/23. Our LGBTQ+ Heads Up! programme was also extended to schools, supporting young people with a safe space to talk and be themselves.

The survey findings and group's subsequent discussions and recommendations have influenced plans for 2023/24, including EDI management training, EDI lunch and learn sessions, unconscious bias and inclusive language awareness and learning.

Our services also recognise the importance of offering safe spaces to children and young people and their families with differing experiences and needs. Service development for neurodiverse young people, as well as LGBTQ+ young people, have proved successful programme developments and we plan to ensure that EDI underpins our service provisions.

We recognise that EDI is an evolving journey, and we remain committed to ensuring that our services and our team reflect the community we support. We're committed to creating an environment where everyone feels comfortable to bring their whole self to work because when one of us shines, all of us shine – our individual experience is our collective responsibility. We actively seek opportunities to make the experience of others better.

Strategic review of services

We work with children and young people every day. We see the increasing needs for emotional wellbeing and mental health support first-hand.

We also see the bigger picture. We have to understand what is happening to drive increases in demand for our services, what support is currently available, and be guided by the experiences of young people and their needs in order to identify the gaps we need to fill.

Everything we do is led by the needs of young people, and we work in partnership with experts, parents, carers, and education professionals. So naturally our strategic review of services started with engaging independent experts to help us fully review the external environment and the needs of children and young people, before guiding our focus inwards to review what we offer and where we could meet even more needs and demands.



Our process:

External insights – Investigating the wider context of where the wellbeing and mental health of young people is and what support is available.

Listening to young people – Working directly with children and young people that we've helped and those we haven't, to hear the experiences and realities of young people.

Using our own insights – Interviews with our staff and volunteers to capture the unique knowledge, experience, and insights our teams have working directly with young people, parents, carers, partners, and schools every day.

Building a clear picture – Pulling everything we learned together with a Strengths, Weaknesses, Opportunities, and Threats (SWOT) analysis and a Political, Economic, Social, Technological, Legal and Environmental (PESTLE) analysis. This gave us a clear overview of potential gaps and ways to address them.

Reviewing – Workshops with the original research groups helped further refine our analysis and start to build a picture of solutions that best support the widest reach and diversity of young people possible.

The work has proved invaluable in further enriching our understanding of young people's needs and the wider environment around them.

As you will see in our 'Plans for the future', these insights will provide a strong foundation for our strategy, focus, and development to continue to be guided by the needs of children and young people.

Our people

Our staff and volunteers

In 2022/23, we continued to build a fantastic team. We hired some really talented individuals to join the charity and worked hard with recruitment, onboarding and induction to ensure a great start and a good experience, whether as a staff member or volunteer. Our core beliefs and values bring us further forward as we align with our mission, to help the young people of Surrey to thrive.

It's good to be meeting more frequently face-to-face while virtual working and flexibility remain key ways of working, as we adapt to a hybrid working model. We enjoy celebrating successes and learning together – in 2022/23, we hosted a thank you and celebration lunch, specifically for our volunteers, as well as opportunities for learning face-to-face and virtually. We look forward to continuing this in 2023/24 and hope to enjoy more time together, as teams and the whole organisation.

Our volunteers don't just give their time, but their hearts too. Whether it's mentoring a young person, supporting our garden clubs, or helping in the office – all our Eikon volunteers go above and beyond.

They're driven by their dedication to support young people. Our volunteers enrich the lives of all the young people they meet, but also enhance the service of Eikon as well as enriching their own lives through the volunteering experience.

– JOANNE, SCHOOLS TEAM

The Wellbeing, Equality, Diversity and Inclusion, Events, and SafeLink staff groups all lead and support the Eikon team. We continue to invest in our learning culture, whilst focusing on supporting each other and ourselves, to ensure we are fit to give children, young people, and their families the best service and support that we can.

Improving internal communications during 2023/24 is on the agenda in support of the successful full team meeting which is held once a week and is a super communication platform to share information, celebrate success and bring motivation and engagement.

Leadership and development

Effective leadership is fundamental to creating the right conditions for success. As part of our commitment to provide bespoke learning and development plans, our Senior Leadership Team continued to enhance their leadership capabilities. In 2022/23, this was supported by an organised leadership programme alongside individual coaching.

We're committed to developing everyone within the charity. The management team meets weekly, to jointly discuss operational challenges and plans for the future. Management awaydays also focused on operational and development topics, and an internal management learning programme was developed and will be delivered in 2023/24.

Across the organisation opportunities for learning, both on the job and via courses, continue. We have supported some individual and role specific learning courses which enabled development into different roles. There have also been cross organisational learning opportunities, including LGBTQ+ workshops and a lunch and learn on mental health first aid for young people. Where possible we leverage skills and expertise internally to support wider organisational learning. We also offer different formats, for example longer learning workshops and shorter lunch and learn sessions. We plan to further develop learning opportunities during 2023/24.

Employee pay and benefits

Eikon have used a well-respected job evaluation and benchmarking tool to set salary ranges across the organisation since 2021. In the



first instance jobs are evaluated and ranked, following this benchmark data for comparable organisations is used to set the salary ranges. At the current time, salary ranges are set against lower quartile and median benchmark data to ensure sustainability. We endeavor to pay around the mid-point of the range, depending on skills and experience. Senior salaries are set using exactly the same job evaluation and benchmarking process, which has been Board approved.

We want to attract, develop, and retain the best people, and recognise that our remuneration policy must be competitive to ensure we have the best opportunity of attracting and retaining talented people, particularly during the cost-of-living crisis.

Building on the evaluation and benchmarking work done in 2021/22, we offered a uniform cost-of-living pay increase mid-way through 2022/23, to help ensure we continue to support and retain our teams and their expertise in supporting young people.

This year we also implemented an Employee Assistance Programme which offers a range of support for our team members, including access to a 24/7 helpline for staff, volunteers, and their families.

Jane's story – Eikon Receptionist and Administrator

I retired as a secondary school teacher after the pandemic. My role in school had changed more from teaching Science to supporting students with SEN. I saw increasing numbers of young people needing support with their mental health much of which, despite our best efforts, was beyond what we could offer in school. They needed help from professionals trained more specifically in supporting mental health, and it often seemed we had nowhere to go to get that help.

I found Eikon in a search online for jobs to do with young people, and from what I read on the website the ethos of the charity, the early intervention, and the positive stories from the young people supported by Eikon drew my attention. I emailed to see if there was a role I could fulfil on a part-time basis to contribute in any way to the work done by Eikon. I was interviewed very quickly, and offered the post I now fulfil as afternoon Receptionist and Administrator.

Even though I only work a few hours a week, I'm still made to feel valued and I really enjoy coming into work.

When people ask me what I do, I say I'm privileged to be paid to talk to people – be it other members of the staff, volunteers, parents, or young people. As I often see the same parents coming in every week, we chat and I get to know them.

I saw one of these parents in a church at Christmas time, while she was watching her child taking part in a carol concert. She came straight over to me to tell me how her child was getting on, telling me how well they were now doing. Even though I had played a very small part, it was lovely to hear how Eikon had obviously helped this young person and in turn her Mum through a difficult time, and to see how happy they now both seemed.

My message to young people is – One of the bravest things you can ever say is “Help”.



Telling Eikon's story – Investment in Marketing

We're here for children and young people – our brand needs to be too. It's vital that our brand, the way we speak, and the stories we share authentically represent young people. It's only then that we can ensure their voices are heard by the wider world.

In 2022, we started planning our first full brand review since the charity launched.

At the beginning of the brand project, we had an external agency do independent research to help us gain deeper insight into the needs, wants, and perceptions of our audiences, and understand how well aligned these stakeholders' views were with our internal perspectives.

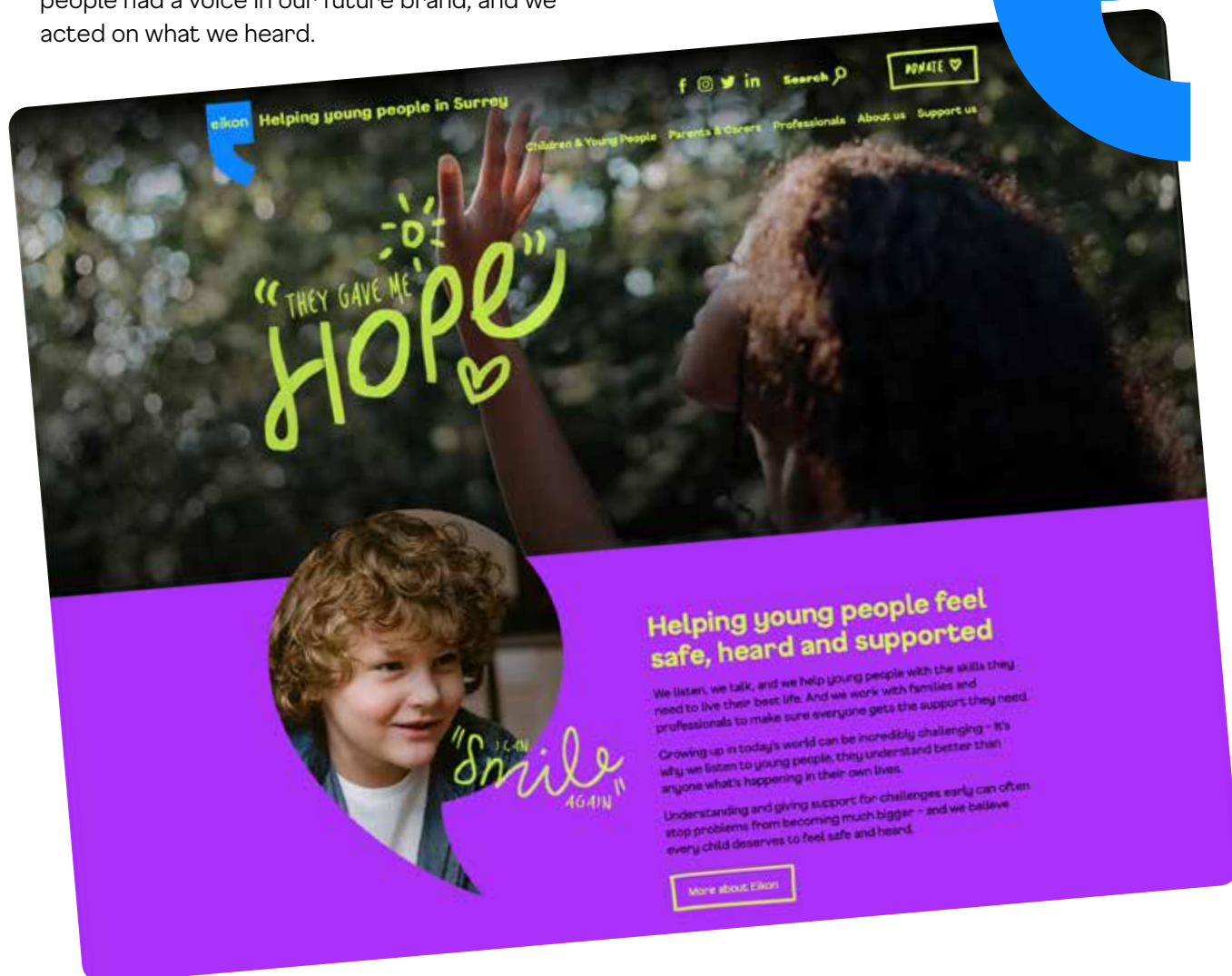
We listened to the views of children and young people; Eikon staff, volunteers and trustees; partners and commissioners; schools; and donors and fundraisers. We made sure children and young people had a voice in our future brand, and we acted on what we heard.

Insights from interviews, conversations, and surveys formed the starting point for our external brand agency to create our new youthful, honest, and engaging visual and verbal brand.

Our new website will launch in April 2023 – a big step in our new brand journey – helping our diverse audiences to find the information and resources they need more easily.

A key part of our new brand is sharing the stories of children, young people, and families we support – and our own story – which will help us to sustain and attract support. All of which will enable us to be there for more young people in the future. We encourage you to read the stories, quotes and messages shared in this report – every word is part of a unique young person's journey.

eikon



Fundraising highlights



We exist to support the needs of children and young people – whenever and how ever they need help.

Fundraising ensures we're able to react to those needs quickly and to develop long term support that helps young people build the resilience and skills needed to positively address challenges when they first arise.

The financial support we receive means children and young people continue to get the help they need now and into the future – it also ensures young people know that people believe in them and care about their futures.

Examples of how fundraising can support children and young people:

£66 An hour of counselling with a trained practitioner in a safe space. This could be the first time a young person feels they can share their worries.

£80 A lunch club for a group of children in school. This could be the first time a young person has the confidence to take part in activities with their peers.

£241 A day of a Youth Support Practitioner's time to provide personalised support and safe spaces for students to get the help they need.

£300 An LGBTQ+ face-to-face youth club session. This could be the first time a young person feels safe to be themselves without judgement.



Key campaigns and events

House of Lords celebration event

We were delighted to be joined by many of our long-term and new supporters, to celebrate the incredible progress that thousands of young people had made with the help of Eikon.

The evening was an opportunity for our supporters to meet some of the young people supported by Eikon, our dedicated staff, volunteers and trustees, and others who have generously supported our work and been part of our journey since 1995.

We would like to thank all the young people who proudly shared their experiences, and all our guests for their generous support on the night and subsequent funding throughout the year. We're very grateful to The Rt Hon. the Lord Hammond of Runnymede (Philip Hammond) for hosting us at the House of Lords for this celebration.

London Marathon

We had 9 fantastic runners take part in the iconic London Marathon with Eikon in October 2022, raising over £17,900 to help children and young people get the support they need. Staff from Weydon School MAT took on the challenge together, raising over £10,000 of our total...



Denbies Santa Run

In December a team of Eikon santas took part in our first 5k Santa Run at Denbies Wine Estate. The festive team – including our very own Chair of Trustees and CEO – ran, walked, and jogged through the snowy vineyards, and raised over £3,000 to help ensure children have a safe place to turn.

Safer Internet Day

Knowing how to keep children safe online can feel daunting – the UK Safer Internet Centre revealed that over a third of parents and carers aren't clear on where to turn for support or resources on online safety¹⁵. For Safer Internet Day, our teams worked together to develop a free guide outlining simple steps we can all take to help keep young people safe. In February 2022, as well as launching our free guide, our schools team ran a webinar for parents and carers to help alleviate fears or hesitations around internet safety. The session was designed to help parents understand more about the online world for children, and how to support their safety there.

On Safer Internet Day, together with Samsung and Internet Matters, Eikon practitioner Mazz and two young people she supports, shared their valuable insights and tips for having conversations about internet safety.

Big Give Christmas Challenge

Thank you to everyone who got involved in our Big Give Christmas Challenge campaign by sharing and donating to help more children in Surrey and beyond. Championed by The Reed Foundation, we exceeded our target for the match funding campaign, raising in total over £56,000 from generous donations from over 50 new and dedicated supporters.

¹⁵ [Safer-Internet-Day-2023-Full-Research-Report.pdf](https://www.saferinternet.org.uk/2023/01/15/safer-internet-day-2023-full-research-report.pdf)
(dlxsi6mgo67kia.cloudfront.net)

We chose Eikon so we're able to give something back to a charity that does so much to support young people and their families locally. We're also very fortunate to see first-hand the impact they have had with students within our school community.

Working with Eikon as our chosen charity in 2022 was a real pleasure. The professionalism of Becky, Chris and the rest of the team, not just at our fundraising events, but consistently through the year as the hard work of planning and preparing was done, was key to the success of our efforts resulting in the raising of a significant sum.

– TOM MCMAHON & LINDA PORTLOCK,
WEST BYFLEET GOLF CLUB 2022 CAPTAINS



Community and Corporate engagement

West Byfleet Golf Club

We had a hugely successful partnership with West Byfleet Golf Club as their Captains' Charity for 2022. The club members were incredible supporters of Eikon, raising over £27,000 through their annual Charity Day, Captains' Challenges including 6 members of the Ladies Team walking the Virtual London Marathon, and other events throughout the year. The funds raised by West Byfleet Golf Club will make a huge difference to the lives of local children and young people.

St John's School Leatherhead

Thank you to St John's School Leatherhead who chose Eikon as their charity of the year. The Parents Association, staff, and students raised over £10,500 through different fun events to help children in Surrey – including their popular Christmas Fair and Christmas Ball.

Reed's School

In January Reed's School in Cobham held a mufti day in support of Eikon. By wearing their own clothes and giving a small donation, the students and staff helped raise over £1,900 for young people in Surrey.

Volunteer days

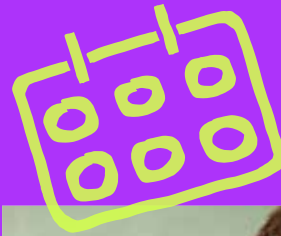
We're grateful to all the corporate volunteers who helped share their skills, time, and enthusiasm this year, including:

- Bigmore Associates volunteers who facilitated a valuable fundraising team planning day in January, to support us with our plans and preparations for the coming year.
- Samsung Electronics UK volunteers who helped us get ready for our Summer Transitions Project, packing 25 goody bags for young people – full of essential items like stationery, pencil cases, calculators, fidget toys, and a mindfulness workbook.

Trusts and Foundations

We're incredibly grateful to our trusts and foundations supporters, who have helped us to be there for children and young people this year and into the future. Particular highlights of the year included securing a £45,000 three-year funding commitment from Walton Charity to support our school transition project, and being awarded £30,322 from Bupa Foundation to support our work with LGBTQ+ children and young people.

Plans for the future



The cost-of-living crisis continues with inflation worsening its impact on children and their families' lives. It is highly likely that the high levels of need for support for children, young people, and families that we saw this year will continue into next year and beyond.

Delivering our five-year strategy

Recent years have taught us to be ready to adjust plans to reflect the unexpected. So next year we will continue to monitor and evaluate our strategy, annual plans, and budgets, and make changes where needed so that we can continue to have as much positive impact as possible in the lives of the children, young people, and the families we help.

We're also committed to ensuring our strategy and plans are in line with everything we have learnt so far from the strategic review of our services carried out this year, and what we learn from our ongoing work as we continue to be there for children, young people, and families that need us. In 2023/24 we will update our strategy to reflect our updated consolidated strategic aims agreed through the strategic review. Our plans for 2023/24 reflect both existing and new strategic aims.

We will also:

Deliver for young people

- Continue to be an exemplary provider of help and support for children who need us.
- Further ensure that delivery and development of services and innovation of new services are informed by:
 - the voices of those who use and need our services,
 - and the evidence and insight we obtain from our analysis and reporting of outcomes of our work.
- Further build our evidence base on the effectiveness of each of our services, by evaluating them in structured ways that create insights we need to make decisions and to demonstrate the impact of our work.



Implement our people and facilities strategy

- Develop our staff and volunteers, ensuring they are trained, supported, and fully equipped and empowered to succeed in supporting emerging needs and delivering our updated strategy.
- Review the way we resource our mission and structure the organisation into teams to ensure we are aligned to our strategy and organised in the best way possible to deliver maximum positive benefit for children, young people, and their families.
- Continue to develop a culture of high performance and learning, underpinned by our work on equality, diversity, inclusion, and belonging, and, supported by competitive reward and benefits.
- Review our facilities needs, existing facilities, and the lease on our main offices which is due for renewal.

Invest in sustainable and data-led development

Our work on strategy last year affirmed that we should continue to invest time in building sustainable foundations for the charity. So we will continue our focus on the quality, safety, and impact of our help and support for children,

young people, and families – and further improving our capabilities to analyse and report on our performance.

This will support our work to influence and help transform the wider system surrounding children in Surrey. We're committed to invest in this because it has the potential to reduce the need for our help, by preventing children and young people getting to a point where they need help. Where that's not possible, early help is vital, and we will continue to push for improvements and investment into services targeted at meeting needs identified early on.

As we develop our data capture, analysis, and reporting capabilities further, we will be led by the insights that generates for us.

We will ensure that plans for future services are sustainable and supported by a strong funding strategy.

Support children and young people earlier

Alongside existing work with secondary school age young people, we will extend our help and support for primary age children. We will develop a prevention and early help programme for primary schools that builds on our programmes and resources that have consistently been shown to be effective.



Governance, structure and management



Legal and administrative information

Trustees and directors

Current serving trustees

- Nigel Goddard, Chair
- Anneke de Boer
- Julie Gillis
- Cristiana-Maria Evans (appointed 9 May 2023)
- Richard Moseley
- Michael Pyman (appointed 9 May 2023)
- Amanda Stevens
- Rebecca Wakefield
- Ian Watson
- Kevin Young, Finance Trustee

Other trustees who served during the year

- Richard Folland, Vice-Chair (resigned 28 March 2023)
- Helen Johnston (resigned 23 August 2023)
- Sarah-Jane Watson (resigned 15 November 2022)

Chief Executive Officer

Chris Hickford MBE

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

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 the governance and management of the charity, but we are not complacent, and continually seek to improve. To this effect, during the 2022/23 financial year, we revisited and updated, in April and October 2022, our compliance with the refreshed Charity Commission Governance Code and our associated action plan to address the minor gaps identified. In addition, we commenced planning for an independent, external review of our board and governance processes, which will be undertaken later in 2023.

The Board of Trustees is responsible for the strategic direction, governance, and performance of the charity. It approves the strategy, the annual business plan and the budget, and monitors performance of our main service delivery activities and our monthly management accounts. The Board meets four times a year and has an annual awayday to review strategy and plans, together with the Chief Executive Officer and other members of the Senior Leadership Team. 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 our beneficiaries by inviting young people or their representatives and/or Youth Workers to address it at each meeting.

The Board again had three committees supporting its work during 2022/23:

- The Governance and Risk Committee meets twice a year to oversee the performance of the charity's governance processes and its management of key risks.
- The Development Committee meets four times a year, in advance of each board meeting, to oversee fundraising performance and the associated pipeline of opportunities, and to review the development and implementation of both the fundraising and marketing strategies.
- The Audit and Finance Committee meets at least once each year to oversee the charity's financial position, in particular to endorse its Annual Report and Accounts.

A trustee chairs each committee, with members, other trustees, and staff. Nominated trustees



have oversight for the charity's core policies and procedures, and also participate in ad hoc advisory or steering groups to provide advice, input, and/or support in the development of key subjects. During the 2022/23 financial year these included strategy, marketing, brand and website development, and equality, diversity and inclusion.

Key discussions at board meetings during 2022/23 focused on the charity's delivery of essential youth services and an associated outcomes framework, the safeguarding of children and young people, evolving the overall charity strategy, monitoring progress against the approved annual business plan and budget, the charity's financial position, brand and marketing, fundraising performance and strategy, charity governance, risk management, and the annual report and accounts.

In accordance with the Charity Commission Governance Code recommended practice, trustee terms are subject to re-appointment every three years for up to three terms, following which their further re-appointment can only be for exceptional circumstances, must be subject to a rigorous review taking into account the need for progressive refreshing of the board and fully explained in the related annual report and accounts.

Each new trustee receives a comprehensive induction programme, including a trustee handbook, and is invited to attend relevant training sessions including safeguarding and data protection. Trustees are also required to sign annual declarations of their personal interests and of their eligibility to continue as a trustee.

Trustee biographies

Current serving trustees

Nigel Goddard, Chair

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 children and 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 advisor with Young Enterprise and a former Volunteer Mentor and Youth Club Volunteer.

Anneke de Boer

A retired Morgan Stanley investment banker, Anneke served three terms as a Governor at St George's University Hospitals NHS Foundation

Trust and is part of a multidisciplinary 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.

Julie Gillis

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. Julie is a committed mentor with a focus on equality and diversity, and has more recently been working in secondary schools supporting children and young people with special educational needs.



Cristiana-Maria Evans

Cristiana is a qualified solicitor and an associate in the London office of an elite US law firm. She specialises in corporate law and structured finance and advises some of the largest financial institutions in the world. Cristiana is an advocate for diversity and social mobility and a mentor to young adults from underprivileged backgrounds looking to enter the legal profession. Cristiana has a keen interest in mental health and wellbeing and believes in early intervention and prevention. This, coupled with the fact that Cristiana's godson lives in the local area where he will start pre-school in September, highly motivated Cristiana to help support young people in Surrey.

Richard Moseley

Richard is a retired banker with broad general management experience in a number of countries. He joined us after feeling inspired while 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 he heard stories from young adults who had benefited from our service. In his words, 'the question should be, how could one not help Eikon?'

Michael Pyman

Mike brings a young person's perspective to Eikon's board. He was motivated to join us as a trustee after receiving support from Eikon at secondary school. He was also inspired by our CEO, Chris Hickford, and by what he describes as Chris's drive, selflessness, and dedication to improving young people's lives. Supported by us during 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.

Amanda Stevens

Mandy is a registered nurse with 33 years' clinical and managerial expertise and experience at NHS board director level. Recognised as a subject matter expert in mental health, Mandy has 15 years' clinical experience across a range of mental health services and says her personal experience of using mental health services has had a significant impact on the way she approaches her work. A vocal advocate for mental health, including national mental health awareness campaigns, suicide prevention and anti-stigma campaigns, Mandy is also a national expert advisor to the Mental Health Safety Improvement Programme.

Rebecca Wakefield

Rebecca is a communications and engagement specialist with extensive experience in both the public and private sectors, focusing on a wide range of issues such as education, climate, and the built environment. 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 to support local children, and says 'it would have been great' to have had access to a service like ours when she was at school.

Ian Watson

Ian is a qualified accountant who has extensive non-executive and executive board experience in both the private and charitable sectors. Having been aware for some time of our services for young people, he found that joining Eikon was 'a natural choice' when he was looking to assist 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.

Our organisational structure

Overall responsibility for the charity's strategy, governance, and policy rests with the trustees.

Day-to-day operational responsibility sits with the Chief Executive Officer, who leads the staff and volunteer team.

Our Senior Leadership Team collectively manages the work of the charity and our staff and volunteers, and consists of:

- Chief Executive Officer
- Head of Development
- Head of Finance
- Head of People and Performance

We also have two lead managerial roles, one in schools and one in communities, to align with our current delivery model:

- Wellbeing in the Communities Lead
- Wellbeing in Schools Lead



Key risks and uncertainties disclosures



We seek to identify, assess, manage, and mitigate risk, to ensure they are balanced against the needs of the organisation and our services.

We have in place:

- Robust risk management and safeguarding policies, with associated procedures, to ensure young people are kept safe at all times.
- An appointed risk champion from the Board of Trustees.
- A formal risk register, with all identified risks assigned a risk owner and any 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 significant incidents occur that could otherwise disrupt our services.

At the beginning of 2022/23 we simplified our risk management register to better align with our organisational priorities. This enabled us to focus on the most critical risks and uncertainties and align mitigation plans accordingly.

The current risk register comprises nine principal risks, aligned with the above strategic themes. It clearly identifies the associated consequences/potential impacts, risk ownership, controls/actions to reduce/mitigate risk, action owners, and risk impact and likelihood scores. These risks are discussed by trustees at quarterly board meetings to ensure control/mitigation plans are reassessed and updated as appropriate.



As at year end, the three top ranked principal risks the charity faced and the plans and strategies in place to manage them were:

Risk Title	Risk description	Key controls/actions to reduce/mitigate this risk
Develop the Organisation - Fundraising	Fundraising opportunities.	<ul style="list-style-type: none"> • Creating leadership and management capacity for strategic service planning. • Service evaluations to better demonstrate value of services. • Multi-year funding strategy alongside service plans.
Deliver for Young People – Contract and System Management	Failure of contract governance, management and/or service delivery.	<ul style="list-style-type: none"> • Close participation in and support for the Surrey Wellbeing Partnership and Mindworks Surrey Alliance. • Service evaluations, incorporating user voice, output, outcomes to evidence impact. • Robust service delivery plans and management reporting. • Year on year planning, incorporating past year experiences. • Effective recruitment into any internal vacancies.
Develop the Organisation – Finance	Financial stability risk. Financial risks impacting alongside the voluntary income generation risk meaning that reserves deplete beyond an acceptable level and cost cutting may be required.	<ul style="list-style-type: none"> • Monthly management account monitoring. • Robust quarterly forecasting process to ensure no significant deviation from plan. • Potential financial risk log being monitored alongside monthly and quarterly reporting. • Investment in senior leadership to mitigate risks associated with voluntary income generation and system influence.

Trustees' report and accounts

for the year ended 31 March 2023



Financial review

There was an overall loss for the period of £145,602 compared with a gain of £19,292 in 2021/22. Total income increased by 10% to £2,018,130 in 2022/23 from £1,838,601 in 2021/22. Total expenditure for 2022/23 was £2,156,376 versus £1,817,652 for 2021/22, an increase of 19%. During the year, Eikon continued to work as part of a new alliance to deliver Mindworks, an emotional wellbeing and mental health service for children and young people in Surrey.

Income from donations and similar income was £530,831 (2021/22: £531,031). Within this, income from donations, including from major donors, improved to £320,582 in 2022/23 compared with £295,173 in 2021/22 as previous investment in resources in this area is now beginning to take effect. Amounts received in grants from trusts and foundations decreased to £188,029 in 2022/23 compared with £208,836 in 2021/22 as the general economic environment and increased competition for funding resulted in a lower success rate for grant applications. Income from fundraising events during the year was £22,220, which was £4,802 lower than the £27,022 raised in 2021/22.

Income from charitable activities increased by 13% to £1,474,119 in 2022/23 from £1,302,485 in 2021/22, partly due to the availability of additional one-off funding in relation to Mindworks for 2022/23 aimed at reducing the waiting lists for children and young people in Surrey. The Mindworks contract is for a minimum of seven years from April 2021, extendable to ten years,



meaning that the alliance can plan for the long-term together.

The increase in expenditure on charitable activities was also mainly due to the increased activity in relation to Mindworks, but also due to the decision to invest for the long-term, including updating Eikon's brand and website. Also, there was some additional expenditure during the year on delivering restricted activities where the related income had been received and accounted for previously.

Expenditure on raising funds increased to £227,421 in 2022/23, compared with £178,901 in 2021/22. This was due to an increase in resources to strengthen the fundraising team to ensure the future development of this area. As a result, for every £1 spent on fundraising in 2022/23, we raised £2.33 in income, compared with £2.97 in 2021/22, reflecting the ongoing investment in the fundraising team.

Reserves policy

Total reserves at the year end were £791,912 versus £937,514 at the end of the previous year, comprising unrestricted general £296,840 (2021/22: £361,660), unrestricted designated £407,539 (2021/22: £425,077) and restricted £87,533 (2021/22: £150,777).

Unrestricted designated reserves include £390,000 received in 2020/21 from the winding up of a charitable trust. Eikon, along with other beneficiaries, previously received a proportion of the annual income from this trust, and the trustees have agreed to treat the funds as designated with the aim of holding them for the long-term strategic development of the charity. The remaining unrestricted designated reserves are 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 general 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 significant reduction in our funding or other 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 £300,000 to £400,000 for our core services. As a result, we have set the target range for unrestricted reserves at £300,000 to £400,000. At 31 March 2023, unrestricted reserves were £704,379.

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 UK generally accepted accounting practice (UK 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:

- Select suitable accounting policies and then apply them consistently
- Observe the methods and principles in the Charities SORP
- Make judgements and accounting estimates that are reasonable and prudent
- State whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements
- 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 UK 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 and 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.

Fundraising Code of Practice

As a charity, we rely on donations as part of our income and we fundraise in a number of ways for the funds needed to help more children and young people.

We engage members of the public, our supporters, and organisations directly through our own fundraising team to encourage donations to Eikon's work. We also offer a number of events such as marathons, where supporters can take on challenges that raise money for Eikon through

sponsorship. We do not employ any external professional fundraisers and have not worked with commercial participators in 2022/23.

Our supporters are crucial to our work with young people and we are registered with the Fundraising Regulator to help us continue in our goal to offer people the best experience possible when engaging with us and to comply with all relevant legislation and the Code of Fundraising Practice. Our senior leaders and trustees regularly monitor our fundraising activity to ensure all of our teams are upholding our high standards and commitment to our supporters.

The welfare of everyone we engage with is of paramount importance for us, and we ensure potentially vulnerable members of the community are still able to engage with Eikon, in a way that is right for them. Individuals can have the same experience and benefits of our news, stories, engagement, and activities without having to make a donation. We ensure any supporters or members of the public who do not want contact from us can easily tell us their wishes and not be included in our communications.

We are proud that we received no complaints about our fundraising activity throughout the year, and we are committed to our goal of offering the best experience possible for anyone and everyone engaging with Eikon.

Approved by the Eikon board of trustees on 21 November 2023 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 2023, 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 2023 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

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the entity's ability to continue as a going concern for a period of at least 12 months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are

responsible for the other information contained within the annual report. 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. 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 to 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 this gives rise to a material misstatement in the financial statements themselves. 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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. These matters were discussed amongst the engagement team at the planning stage and the team remained alert to non-compliance throughout the audit.

Audit procedures undertaken in response to the potential risks relating to irregularities (which include fraud and non-compliance with laws and regulations) comprised: enquiries of management and trustees as to whether the entity complies with such laws and regulations; enquiries with the same concerning any actual or potential litigation or claims; inspection of relevant legal correspondence; review of trustees' meeting minutes; testing the appropriateness of journal

entries; and the performance of analytical review to identify unexpected movements in account balances which may be indicative of fraud.

No instances of material non-compliance were identified. However, the likelihood of detecting irregularities, including fraud, is limited by the inherent difficulty in detecting irregularities, the effectiveness of the entity's controls, and the nature, timing and extent of the audit procedures performed. Irregularities that result from fraud might be inherently more difficult to detect than irregularities that result from error. As explained above, there is an unavoidable risk that material misstatements may not be detected, even though the audit has been planned and performed in accordance with ISAs (UK).

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.



AM Skilton (Senior Statutory Auditor)

For and on behalf of Brewers Chartered Accountants, Statutory Auditor

Bourne House
Queen Street
Comshall
Surrey GU5 9LY

Date: 21 November 2023



☀️
"THEY GAVE ME
HOPE" ♡

The Eikon Charity

Statement of

financial activities

for the year ended 31 March 2023

(incorporating income and expenditure account)

	Notes	General funds	Designated funds	Total unrestricted funds	Restricted funds	Total funds 2023	Total funds 2022
		£	£	£	£	£	£
Income and endowments							
Donations and similar income	3	351,221	-	351,221	179,610	530,831	531,031
Charitable activities	4	1,474,119	-	1,474,119	-	1,474,119	1,302,485
Investment income	5	13,180	-	13,180	-	13,180	5,085
Total income		1,838,520	-	1,838,520	179,610	2,018,130	1,838,601
Expenditure							
Raising funds	6	227,421	-	227,421	-	227,421	178,901
Charitable activities	7	1,668,563	17,538	1,686,101	242,854	1,928,955	1,638,751
Total expenditure		1,895,984	17,538	1,913,522	242,854	2,156,376	1,817,652
Net income/ (expenditure) before investments gain/(loss)		(57,464)	(17,538)	(75,002)	(63,244)	(138,246)	20,949
Net loss on investments	12	(7,356)	-	(7,356)	-	(7,356)	(1,657)
Net income/ (expenditure) after investments gain/(loss)		(64,820)	(17,538)	(82,358)	(63,244)	(145,602)	19,292
Transfers between funds		-	-	-	-	-	-
Net movement in funds		(64,820)	(17,538)	(82,358)	(63,244)	(145,602)	19,292
Reconciliation of funds							
Total funds brought forward 1 April 2022		361,660	425,077	786,737	150,777	937,514	918,222
Total funds carried forward 31 March 2023		296,840	407,539	704,379	87,533	791,912	937,514

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.

The Eikon Charity

Balance Sheet

as at 31 March 2023

Registered company number 5402398

	Notes	Total 2023	Total 2022
		£	£
Fixed assets			
Tangible assets	11	17,539	35,077
Investments	12	46,641	53,997
Total fixed assets		64,180	89,074
Current assets			
Debtors	13	56,292	96,123
Cash at bank and in hand		916,299	1,005,615
Total current assets		972,591	1,101,738
Liabilities			
Creditors: amounts falling due within one year	14	(244,859)	(253,298)
Net current assets		727,732	848,440
Total net assets		791,912	937,514
Funds of the charity			
General funds	16	296,840	361,660
Designated funds	16	407,539	425,077
Total unrestricted funds		704,379	786,737
Restricted funds	16	87,533	150,777
Total funds		791,912	937,514

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 21 November 2023 and signed on its behalf by:



Nigel Coddard
Chair of Trustees



Kevin Young
Finance Trustee

The Eikon Charity

Statement of cash flows

for the year ended 31 March 2023

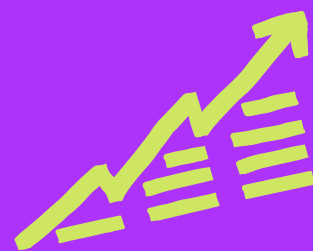
	Total 2023	Total 2022
	£	£
Cash flows from operating activities		
Net income/(expenditure) for the year	(145,602)	19,292
Adjustments for		
Depreciation	17,538	17,538
Losses on revaluation of investments	7,356	1,657
(Increase)/decrease in debtors	39,831	(30,960)
(Decrease) in creditors	(8,439)	(39,424)
Net cash (used in)/provided by operating activities	(89,316)	(31,897)
Changes in cash and cash equivalents in the year	(89,316)	(31,897)
Net cash and cash equivalents at the start of the year	1,005,615	1,037,512
Net cash and cash equivalents at the end of the year	916,299	1,005,615

The accompanying notes form part of these financial statements.

The Eikon Charity

Notes to the financial statements

for the year ended 31 March 2023



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 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. 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 restricted funds, which is included in the cost of raising funds. The costs 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 carried forward in restricted reserves 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 estimate 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 bank deposits to earn interest.

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 costs are those costs which enable fundraising 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

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 placed, via the CAF Charity Deposit Platform (CAF Platform), on deposit having regard to the duration, amount relative to the Financial Services Compensation Scheme limit and credit rating of the institution concerned. The CAF Platform is a charity deposit platform provided by Flagstone Investment Management which enables the charity to diversify its cash holdings.

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

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

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 fundholder'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	2023	2022
	£	£	£	£
Donations	228,551	92,031	320,582	295,173
Grants	100,450	87,579	188,029	208,836
Fundraising events	22,220	-	22,220	27,022
	351,221	179,610	530,831	531,031

4. Income from charitable activities

	Unrestricted	Restricted	2023	2022
	£	£	£	£
Mental health services income	1,370,152	-	1,370,152	1,181,443
Schools income	103,967	-	103,967	121,042
	1,474,119	-	1,474,119	1,302,485

5. Investment income

	Unrestricted	Restricted	2023	2022
	£	£	£	£
Bank deposit interest	11,922	-	11,922	3,664
Schroder portfolio dividend income	1,258	-	1,258	1,421
	13,180	-	13,180	5,085

6. Raising funds

	Unrestricted	Restricted	2023	2022
	£	£	£	£
Staff costs	163,734	-	163,734	129,564
Other direct costs	63,687	-	63,687	49,337
	227,421	-	227,421	178,901

7. Charitable activities

	Youth work	Mental health work	Organisational support	Total 2023	Total 2022
	£	£	£	£	£
Staff costs	233,717	870,577	507,505	1,611,799	1,364,576
Activities undertaken directly	18,877	33,660	-	52,537	64,552
Premises costs allocated	3,408	32,517	16,118	52,043	30,372
Support costs allocated	29,699	110,324	47,178	187,201	157,736
Governance (see table below)	-	-	25,375	25,375	21,515
	285,701	1,047,078	596,176	1,928,955	1,638,751

Governance	2023	2022
	£	£
Audit	9,324	8,109
Staff costs	16,051	13,406
	25,375	21,515

8. Trustees

During the year, no trustees received any remuneration and no trustees were paid travel expenses or small administrative expenses (2022: £0).

The total donations received by Eikon from trustees and their related parties was £1,750 (2022: £2,488). The charity had no other transactions during the year under review with any related parties.

9. Employees and key management personnel

The key management personnel of the charity are the board of trustees and the senior leadership team (SLT), the SLT comprises of the Chief Executive Officer, Head of Development, Head of Finance and Head of People & Performance. The total remuneration and benefits received by SLT was £247,718 (2022: £231,708).

	2023	2022
	£	£
Staff costs were as follows:		
Wages and salaries	1,601,293	1,352,860
Social security costs	145,276	116,317
Pension costs	45,015	38,369
Total staff costs	1,791,584	1,507,546

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

	2023		2022	
	Average no.	FTE no.	Average no.	FTE no.
Fundraising	6.0	3.3	5.8	3.2
Charitable activities	42.2	34.8	40.0	32.9
Governance	-	0.1	-	0.1
Other	15.4	10.8	14.5	9.9
Average number of employees employed during the year:	63.6	49.0	60.3	46.1

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

	2023	2022
	No.	No.
£60,001 to £70,000	1	2
£70,001 to £80,000	1	-
	2	2

The salary received by the highest paid member of staff (the Chief Executive) was:

	2023	2022
	£	£
Salary	64,860	61,833

Contributions to the defined contribution pension scheme on behalf of the Chief Executive were £1,946 (2022: £1,840)

Changes to staff salaries and benefits are proposed by the Chief Executive and are approved by the board of trustees.

10. Defined-contribution pension scheme

	2023	2022
	£	£
Costs of the scheme to the charity for the year	45,015	38,369

The charitable organisation operates a defined-contribution pension scheme for permanent staff with an employer contribution of 3% (2022: 3%) in the year. The amount owed to the pension scheme at 31 March 2023 was £3,943 (2022 : £3,430).

11. Tangible fixed assets

	Portakabin/ upgrades	Office furniture and equipment	Total
	£	£	£
Cost			
At 1 April 2022	175,384	2,818	178,202
At 31 March 2023	175,384	2,818	178,202
Depreciation			
At 1 April 2022	140,307	2,818	143,125
Charge for year	17,538	-	17,538
At 31 March 2023	157,845	2,818	160,663
Net book value			
At 31 March 2022	35,077	-	35,077
At 31 March 2023	17,539	-	17,539

12. Fixed asset investments

	2023	2022
	£	£
Cost		
At 1 April 2022	53,997	55,654
(Loss) on revaluation	(7,356)	(1,657)
At 31 March 2023	46,641	53,997

13. Debtors

	2023	2022
Due within one year:	£	£
Trade debtors	3,756	77,425
Other debtors	25,000	750
Prepayments	14,415	12,945
Accrued income	13,121	5,003
	56,292	96,123

14. Creditors

	2023	2022
Amounts falling due within one year:	£	£
Trade creditors	171,700	35,986
Other creditors	8,774	8,137
Accruals	25,144	34,244
Deferred income (see note 15)	675	144,657
Social security and other taxes	38,566	30,274
	244,859	253,298

15. Deferred income

	2023	2022
	£	£
Balance at 1 April 2022	144,657	84,073
Income deferred	1,302,374	1,074,989
Income released to SOFA	(1,446,356)	(1,014,405)
Balance at 31 March 2023	675	144,657

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

16. Funds

	At 1 April 2022	Income	Other gains and (losses)	Expenditure	At 31 March 2023
		£	£	£	£
Unrestricted funds					
General funds	361,660	1,838,520	(7,356)	(1,895,984)	296,840
Designated funds					
Portakabin depreciation	35,077	-	-	(17,538)	17,539
Investment fund	390,000	-	-	-	390,000
Total designated funds	425,077	-	-	(17,538)	407,539
Total unrestricted funds	786,737	1,838,520	(7,356)	(1,913,522)	704,379
Restricted funds					
Youth work – communities	51,371	77,547	-	(76,772)	52,146
Youth work – schools	77,010	44,563	-	(108,686)	12,887
Development	22,000	-	-	(22,000)	-
Support costs	396	57,500	-	(35,396)	22,500
Total restricted funds	150,777	179,610	-	(242,854)	87,533
Total funds	937,514	2,018,130	(7,356)	(2,156,376)	791,912

17. Analysis of net assets by funds

	Unrestricted funds	Designated funds	Restricted funds	Total
	£	£	£	£
Fixed assets	46,641	17,539	-	64,180
Current assets	495,058	390,000	87,533	972,591
Current liabilities	(244,859)	-	-	(244,859)
	296,840	407,539	87,533	791,912

18. Comparatives for the statement of financial activities

The Eikon Charity statement of financial activities for the year ended 31 March 2022
(incorporating income and expenditure account)

	General funds	Designated funds	Total unrestricted funds	Restricted funds	Total funds 2022	Total funds 2021
	£	£	£	£	£	£
Income and endowments						
Donations and similar income	329,151	-	329,151	201,880	531,031	1,150,385
Charitable activities	1,302,485	-	1,302,485	-	1,302,485	1,343,012
Investment income	5,085	-	5,085	-	5,085	2,395
Total income	1,636,721	-	1,636,721	201,880	1,838,601	2,495,792
Expenditure						
Raising funds	178,901	-	178,901	-	178,901	121,928
Charitable activities	1,464,403	17,538	1,481,941	156,810	1,638,751	1,879,963
Total expenditure	1,643,304	17,538	1,660,842	156,810	1,817,652	2,001,891
Net income/(expenditure) before investments gain/(loss)	(6,583)	(17,538)	(24,121)	45,070	20,949	493,901
Net (loss)/gain on investments	(1,657)	-	(1,657)	-	(1,657)	(753)
Net income/(expenditure) after investments gain/(loss)	(8,240)	(17,538)	(25,778)	45,070	19,292	493,148
Transfers between funds	-	-	-	-	-	-
Net movement in funds	(8,240)	(17,538)	(25,778)	45,070	19,292	493,148
Reconciliation of funds						
Total funds brought forward 1 April 2021	369,900	442,615	812,515	105,707	918,222	425,074
Total funds carried forward 31 March 2022	361,660	425,077	786,737	150,777	937,514	918,222

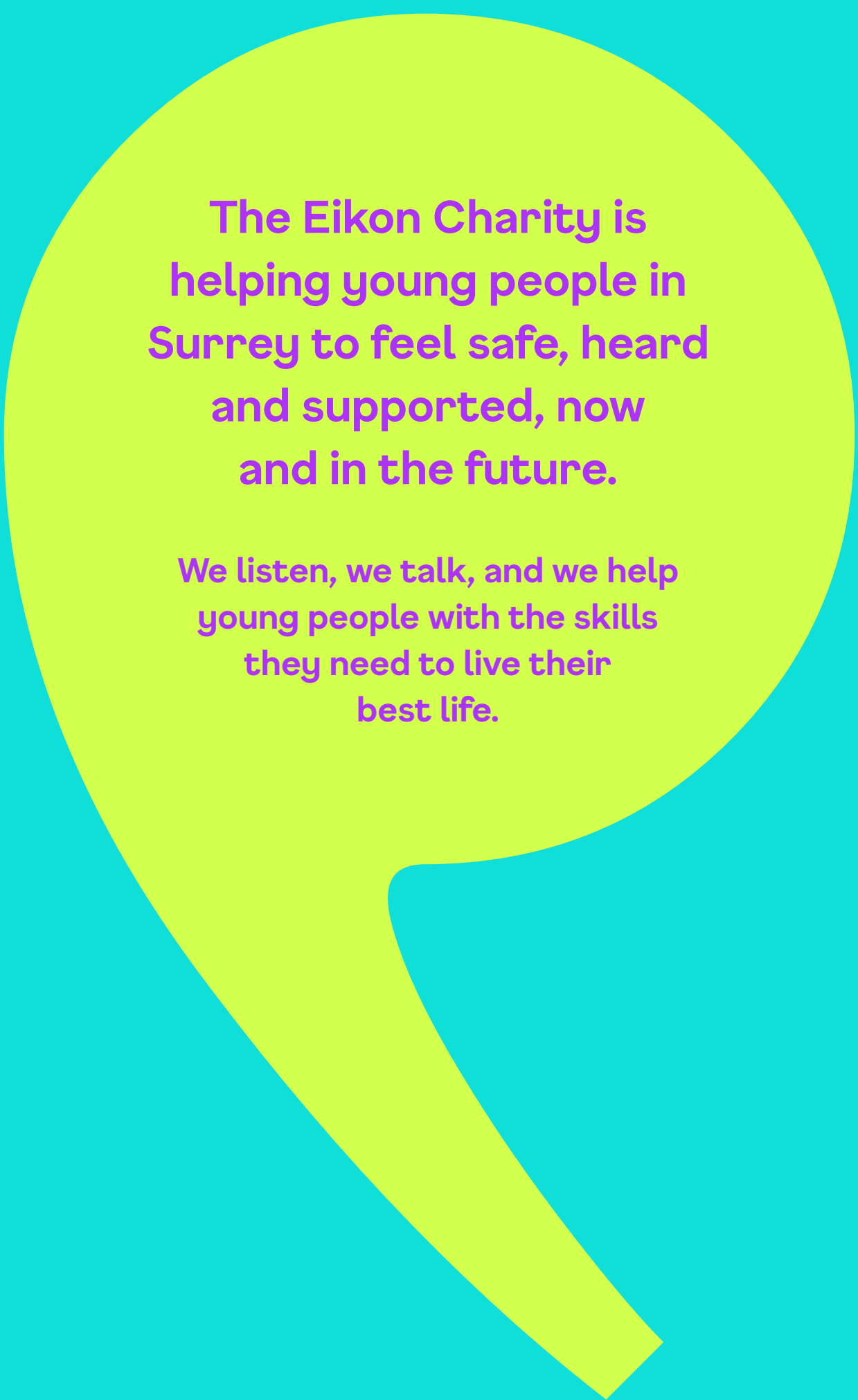


SPECIAL
THANKS

We're incredibly grateful to the following organisations who supported our work helping young people so generously during 2022/23:

- All Saints' Church Ockham
- All Saints' New Haw
- Almond Tree Strategic Consulting Ltd
- Amazon UK
- Bigmore Associates
- Borrowes Charitable Trust
- Bupa UK Foundation
- Byfleet United Charity
- Garfield Weston Foundation
- Give it Away Ltd
- Gordon's School
- Guildford Poyle Charities
- Heathervale Baptist Church
- Mallinckrodt Pharmaceuticals Ltd
- Neighbourly Community Fund
- Novacyt
- Reed's School
- Richard Davies Charitable Trust
- Samsung
- Smiths Charity
- St John's School Leatherhead Parents' Association
- Surrey County Council
- Surrey County Council Members' Allocation Fund
- The Big Give
- The Coleman Charitable Trust
- The Farnham Institute
- The Loseley and Guildway Charitable Trust
- The Reed Foundation
- The Shanly Foundation
- The Sterry Family Foundation
- The Swire Charitable Trust
- The T.K. Maxx and Homesense Foundation
- Tomlinscote School
- Virginia Water Jumble Trail
- Walton Charity
- West Byfleet Golf Club
- Weydon Multi Academy Trust

We also want to thank all our friends and supporters for their kindness and generosity to Eikon this year, helping children and young people in Surrey to get the support they need and deserve. We're extremely grateful to our new supporters, our longer-term supporters who have shown commitment to Eikon over many years now, and our highly valued life-long supporters. **Thank you.**



**The Eikon Charity is
helping young people in
Surrey to feel safe, heard
and supported, now
and in the future.**

**We listen, we talk, and we help
young people with the skills
they need to live their
best life.**



Thank !
; you



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Charity number: 1109190 Company number: 5402398