

YSS
(A company limited by guarantee)

Trustees' Report
For the year ended 31 March 2019

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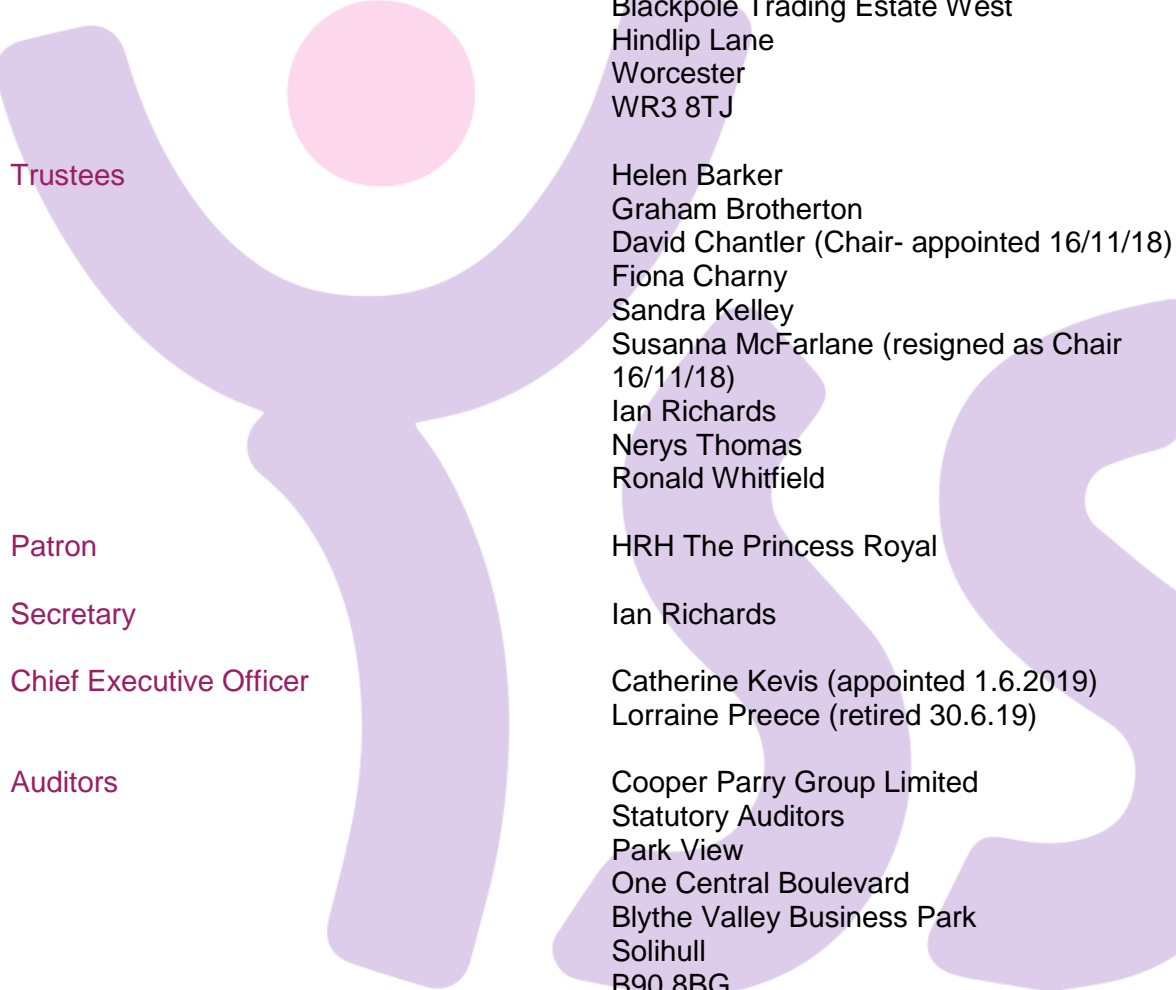
Take Action 45

The information on pages 44 to 46 do not form part of the audited financial statements.

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Reference and Administration information



Charitable Company Name	YSS
Charity Registration Number	1081992
Company Registration Number	04024428
Registered Office	Polysec House Blackpole Trading Estate West Hindlip Lane Worcester WR3 8TJ
Trustees	Helen Barker Graham Brotherton David Chantler (Chair- appointed 16/11/18) Fiona Charny Sandra Kelley Susanna McFarlane (resigned as Chair 16/11/18) Ian Richards Nerys Thomas Ronald Whitfield
Patron	HRH The Princess Royal
Secretary	Ian Richards
Chief Executive Officer	Catherine Kevis (appointed 1.6.2019) Lorraine Preece (retired 30.6.19)
Auditors	Cooper Parry Group Limited Statutory Auditors Park View One Central Boulevard Blythe Valley Business Park Solihull B90 8BG
Bankers	Lloyds Bank Plc 4 The Cross Worcester WR1 3PY
Solicitors	Hallmark Hulme Solicitors 3, 4 & 5 Sansome Place Worcester WR1 1UQ

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The Trustees (who are also directors for the purposes of company law), are pleased to present their annual report and the audited accounts for the year ended 31 March 2019. The financial statements comply with the current statutory requirements, the Statement of Recommended Practice and the charitable company's governing document.

The financial statements have been prepared in accordance with the accounting policies set out in the notes to the accounts and comply with the charity's governing document, the Charities Act 2011 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.

Trustees of the charity

The directors of the charitable company are its Trustees for the purposes of charity law. The Trustees who have served during the year and since the year end are set out on Page 2.

Chair's Report

Our country is experiencing a lot of uncertainty. It feels as though social policy has ground to a halt under the shadow of Brexit. We are told that austerity is coming to an end; if so, the effect has yet to work its way into the lives of the people we work with. Uncertainty and changes in commissioning pose a number of questions for our future in the context of diminishing resources.

We now know that our existing contracts with the Community Rehabilitation Companies (CRCs) and the Probation Service will be brought to an early end and that offender management will be reunified. It follows that our work contracting to the CRC is now at risk, despite its continued effectiveness. On the other hand, the approach to funding adopted by the Office of the Police and Crime Commissioner for West Mercia has been collaborative, imaginative and has valued our feedback in identifying needs and skills that can be used to good effect; indeed our future plans include the delivery of a new service in 2019: #MORSE.

Despite all of this, we have continued to deliver effective services to a high standard, to develop our networks with existing and potential partner organisations and to explore new funding options. We pride ourselves on our ability to identify emerging needs and foster creative solutions. Our values provide the common thread for our activities and will sustain us through the times ahead. We provide services across a broad spectrum of needs, in a range of communities. Our core competencies have been developed over a long period of time to include local knowledge, joint work with other agencies and successful methods of engagement with service users. We need to hold this special space for our people and nurture their talent so that they can flourish.

Our focus is on "people" rather than "labels" and YSS is about people supporting people who, at some stage in their life, need motivation, encouragement and someone to advocate on their behalf. The people we support have their own inner resources: sometimes untapped and too often overshadowed by their behaviours and years of being perceived as deficient or in need. We hope that by establishing trusting, respectful relationships, they will eventually thrive and realise their full potential. We are able to do this, thanks to the kind donations of philanthropic funds, with grants and as a strategic partner to public sector agencies.

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With regards to our Criminal Justice work, punishment and enforcement are not the only ways to make the world a just and fair place for all. Reward is effective, especially the intrinsic reward that we all feel as individuals when we achieve success and learn to rely on dependable sources of support. We recognise the dynamic tension between the needs of our service users and the need for communities to feel safe. We do not operate in a vacuum and the places where we work are also the places where we, our employees and volunteers live and have a stake in. Our work with ex-offenders may not attract the greatest public sympathy but it is difficult to argue against the role of rehabilitation; we expect our service users to confront their responsibilities and to play their part in their local community if they are to feel accepted and integrated.

Many of our activities are upstream interventions and successive Social Return on Investment evaluations have demonstrated the value arising out of these interventions. None more so than our work with young people, be they at risk of criminality and anti-social behaviour or a young person needing respite from caring responsibilities. Through whichever side of the lens one looks, these are young people whose childhood ends too early and who need protecting so they don't become the criminals or the victims of tomorrow, but fully fledged citizens who can contribute to society. By listening to their voices, we stand a better chance as an organisation to be fit for the future.

As well as maintaining our quality standards, demonstrating value for money and fundraising to help some of the most vulnerable and excluded people in our communities, we will find ways of continuously reappraising our "raison d'être". The future is likely to include more collaborative approaches and adapting our ways of working to a changing environment. This will involve listening and being on the lookout for hitherto hidden opportunities. Innovation is exciting, but part of our journey will need to include a robust approach to due diligence and governance of future partnerships.

Even in the few months that I have been Chair of Trustees, it has been a privilege to work with a staff group, fellow Trustees and our Patron, HRH The Princess Royal, who are so committed to the values of YSS. They fill me with confidence that we will continue to make a difference "with", not simply "to" the people with whom we work and I commend this Annual Report to you.



David Chantler OBE

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Charity overview and mission



Why We Exist

YSS enables people who face significant life challenges to feel safe, have the opportunity to thrive and to realise their potential, and we have been doing so for more than thirty years. There are thousands of people in our communities who struggle with life and face what seem to be insurmountable barriers - they are why we exist.

We provide a wide variety of mainly community focused support for people and are often described as the 'glue' between those at risk of social isolation and wider mainstream society.

We run a diverse range of services working with all ages but our aim is always the same: to help people to break through barriers (real or perceived) and to achieve their potential.

Our work is rooted in the local communities we serve. We have a strong local presence and a national profile for our innovative work. We strive to 'punch above our weight' to ensure our voice, and the voice of our service users are heard and to influence and inform service design and policy.

Our Vision

YSS seeks a society where all people feel safe, have the opportunity to thrive and to realise their potential.

Our Mission

YSS enables people who face significant life challenges to feel safe, have the opportunity to thrive and to realise their potential.

YSS Beliefs

- People can break through barriers to thrive and realise their potential.
- The best outcomes result from holistic, person centred services combined with a solution focused approach. One size does not fit all.
- To be effective we have to continually develop and work in partnership to improve services and increase the reach and outcomes for those with whom we work.
- Organisations should be embedded in the local communities they serve and have an intimate knowledge and understanding of a community's assets and needs.

Our Core Values

- Dignity and respect for all.
- Flexibility: we continually assess and adapt our practice based on feedback from service users, staff and partners. We provide greater flexibility and responsiveness to the needs of service users.
- Innovation: we constantly research and develop new approaches and new ways of working; we actively listen to the views and experiences of our service users.

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- Making it happen: honouring our commitments to our funders and our service users, connecting people and building networks.

Public Benefit Statement

The Trustees confirm that they have complied with the duty in Section 17 (5) of the 2011 Charities Act and have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing their aims and objectives and in planning future activities. In particular, the Trustees consider how planned activities will contribute to the aims and objectives they have set.

The objectives of the charity for the public benefit are for the relief of children, young adults and others, including adults, families and carers, who have complex needs arising from offending, mental ill health, homelessness or problematic substance misuse. This includes those who face difficult life challenges such as unemployment, financial hardship, a lack of positive role models, separation, loss and low self-esteem. The charity helps them to develop new skills and improve their resilience, enabling them to lead more positive and constructive lives in society and to achieve their potential. The charity's work primarily benefits the West Mercia region: Herefordshire, Shropshire, Telford & Wrekin and Worcestershire.

To pursue our stated aims, YSS is able to recruit and train local volunteers. Volunteers add diversity, they challenge our thinking and help to bring local solutions to local issues. Volunteers can help break down the myths and stereotypes of people who could otherwise be excluded from society.

Achievements and performance

Key events for the year ending 31 March 2019

- Secured Shropshire Early help service funding until March 2021
- Secured Appropriate Adult funding until Sept 2021
- Secured Remember Veterans funding until March 2021
- Secured Get Safe diversionary service funding
- Raised new funds for Worcestershire Young Carers from Worcestershire Community Foundation #iwill campaign
- Implemented changes under GDPR
- Obtained Cyber Security Essentials accreditation in July 2018
- Signed up to Worcestershire Works Well
- Obtained quality accreditation from Matrix
- Started staff grading reviews
- Captured service users views on the use of digital technology

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Main services delivered by YSS

Volunteering



"You are valued and treated like a member of staff, and get invited to staff training, meetings and social events. It is a commitment but it can be from as little as a couple of hours per week – and the rewards are huge" Sarah, Volunteer

We highly value our volunteers, and the ethos and values that volunteering brings to YSS: volunteers are crucial to the impact and success of our work. We aim to provide the highest standards of training and support to the volunteers that work alongside YSS staff and value the extra dimension and diversity they bring.

We have a dedicated team of volunteer coordinators who are responsible for recruiting and supporting volunteers across West Mercia. In November 2018 we welcomed a new part-time Volunteer Coordinator to YSS, responsible for recruiting volunteer mentors, with funding from Laslett's. In the period from November 2018 to March 2019 we received 108 enquiries from volunteers interested in mentoring roles based across West Mercia and delivered two training events to train 13 new volunteers (six in Telford and seven in Worcester).

Children, Young People & Families

Appropriate Adult

When any young person aged between 10 and 17 years of age is arrested and is to be interviewed under caution by the police, there are strict controls. By law, the young person must be accompanied by what is called an 'Appropriate Adult' (AA): a responsible person over the age of 18. Under usual circumstances that person would be a parent or carer, but when young people are arrested the circumstances are often far from normal.

In 2018 YSS was recommissioned by the Youth Justice Service to deliver the AA service for a further three years, extending to five years (dependent on service performance). The new AA service commenced on 1 October 2018 and since this date we have seen a significant increase in the amount of calls received from police custody officers across West Mercia. YSS continues to support a very dedicated and committed pool of Appropriate Adult volunteers who deliver a fantastic service to those young people who have been arrested.

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Appropriate Adult highlights

- YSS carried out 373 AA interventions in 2018/19, a 95% increase on the previous year
- 99% of young service users were happy with how we explained the role of the AA and felt their AA had done a good job
- 85% of young service users felt supported by the AA while they were in custody

Accessing Resources in the Community (ARC) and Divert

ARC and Divert provide one to one support to 13-24 year olds who are in, or at risk of being involved in, the criminal justice system. The services are commissioned by John Campion, West Mercia Police and Crime Commissioner and delivery takes place in communities across Telford, Shropshire, Worcestershire and Herefordshire. The overarching aim of the service is to use a trauma informed approach to reduce the likelihood of the young people entering the criminal justice system and to identify and support into positive activities; such as re-engagement with education/training; rebuilding family relationships as well as identifying appropriate community based activities for them to access and explore. Engagement with the service is voluntary.

"Hi Maria, it's Kate. Just an update to tell you how I'm getting on. I got myself a job over the Christmas holidays and they've kept me on, so I'm now full-time. I passed my college course. Hope you are well...you've made a massive difference to my life and I don't know where I'd be if you weren't there"
Text message from ARC service user, Kate

ARC and Divert highlights

- 235 young people have been supported
- There was a combined engagement rate of 85%, up 5% on the previous year
- 82% of the 151 young people leaving the service left with at least one positive outcome

"I wanted to say thank you for the sessions with June, I have been practising everything she has shown me the last few weeks, the first week I found hard and really stressful because everything was happening fast with doctors' appointments, school appointments, engineer calling to look at my fridge, and then the delivery of the new fridge etc. On the second week I did the school runs by myself picking them up and dropping them off and I also went to Morrison's just me Sam and Freddy, and I went in and done shopping, something I couldn't do by myself a few weeks ago. And I have planned to take them to Chester zoo on Monday. I don't think I could've done this without the help from you and June, thank you." ARC service user, Julie

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"With Beth's help, I was taught how to look after my mental health independently. In all honesty, without the help of this service I would not be here talking about where I am and how much better I am today." Emma, Divert service user

Over the past year, we have seen a shift in the issues that some young people are facing. Increasingly, we support those who are becoming or have been involved in criminal exploitation through serious violence, gangs and county lines. To ensure our workforce is ably equipped to deal with these issues, we identified training opportunities to increase their knowledge and skills.

"I had hit rock bottom before I met my support worker, Beth. The work and progress we made was insane! I'm very proud. Some of the things we did included learning the best way for me to cope with the challenges I was facing. I was provided with help and services to look to the future. Because of this I was able to look to the future in a positive way. Beth was always by my side regardless of the situation. She even brought me food in A&E. I am now clean of ALL drugs four months along. I have a good job with my own accommodation and life has never been better so as well as myself I must thank you all for the hard work and the service and the great people that YSS provide. And I hope that in the future I could contribute to the great work you do myself." Emma, Divert service user

YSS Early Help Family Support

Shropshire Local Authority commissions YSS to deliver YSS Early Help Family Support to provide targeted early help support for children, young people and their families. YSS Early Help Family Support keyworkers are co-located with partner agencies around Shropshire. The aim of the service is to improve outcomes for children and young people aged 0 -19 years by ensuring that they and their families receive appropriate support at the earliest opportunity. In 2018, YSS was awarded a new contract for this service commencing in April 2019. In 2018/19 YSS Early Help workers supported 175 families including 402 children; 75% of families had improved school attendance, improved health, increased confidence and competence of parents in their parenting role, increased resilience of children, young people and parents/carers.



'I knew that I was bossing everyone and that I was angry. Talking to you made me realise that I do need to talk about things before I get mad'. Cassie, Early Help Family Support young service user

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"You've really helped. I was at a point where I was ready to give up on the kids, then you came in and you've made such a brilliant connection with all of us. You've given me options, not told me what to do." Clare, parent

South Worcestershire Parenting and Community Support

Action For Children's South Worcestershire Parenting and Community Support service supports local families with children aged 0-19. YSS provides two dedicated volunteer co-ordinators who recruit, train, support and retain volunteers for the service; this ensures a more personal volunteering experience during recruitment and throughout a person's volunteering journey.

YSS volunteers are fundamental to the delivery and reach of Early Help services in the area. They deliver stay and play sessions, co-deliver parenting groups, and act as breastfeeding mentors. The use of volunteers enables communities to help themselves, widens the reach of early help and can effectively support volunteers into employment. Volunteers contributed approximately 1,500 hours of volunteering during the year to Action for Children.

"I thoroughly enjoy the time I spend volunteering and feel that I am making a difference to my community. The time I spend helping allows other staff to focus on other valuable work, whilst not affecting the service for centre users... You meet new friends, improve your confidence and gain new skills." Sarah, volunteer

Young Adults & Adults

ESS+ (Enhanced Support Service)

ESS+ is commissioned by the Warwickshire and West Mercia Community Rehabilitation Company in order to reduce reoffending rates across our region. The service supports individuals who have indicated that they want to stop offending and provides intensive, one to one support using the seven national Reducing Reoffending Pathways, to enable them to make positive life choices.

A total of 244 referrals were made to the service during the reporting period and there was an engagement rate of 82% across all the areas. Of the referrals submitted 54% were Worcestershire based, 40% Telford/Shropshire and 6% Herefordshire based. 84% of referrals were male and 93% were white British. In total 5377 tasks/outcomes were recorded during the reporting period, and 59% of all outcomes identified on the support plan were fully achieved. The top three Pathways worked on this reporting period were: attitude, thinking & behaviour (ATB) – 34% of total outcomes; accommodation – 15% of total outcomes; and drugs & alcohol – 13% of total outcome. The finance/debt/benefits plus mental/physical health pathways accounted for 12% each. There was an average of 53% improvement in the distance travelled across significant issues identified at the initial assessment and reviewed on closure.

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"There's been so much to sort out as I had my rucksack stolen when I was sleeping rough last October. I now have a birth certificate, replacement provisional licence, national insurance number and bank card. My universal Credit is up and running, I'm back on Home Choice Plus and my key worker has attended appointments with me and my housing officer to make sure I understand what's going on." Dave, ESS service user

"I've been working with YSS for a few months. I am 24 and sofa surfing in Kidderminster. My head has been all over the place for a few years since the deaths of my dad and sister. Following the deaths my mum started to drink heavily and on a daily basis and attempted an overdose. Mum survived but the pills messed with her head, she's a different person now, not the mum I knew and needs care, she's in sheltered accommodation. I'm not sure I've come to terms with all what's happened. My dad and sister are gone and my mum doesn't seem like my mum anymore.

About a year ago I went out had too much to drink and was arrested for an assault, it wasn't like me but I had to go to court. I got found guilty and received a 12 month suspended sentence order. I've been working with Probation who put me in touch with YSS.

I've missed having someone to just talk to about stuff, it's been good just to have a coffee and talk about my new girlfriend cos I was worried about telling her about me and what my life is like. My YSS worker reassured me that I just had to be myself and not hide who I was. I know none of this situation is my fault but it's good to hear that from someone else. My big dream is to be in the Paras. I know my key worker has made some enquires and what's next in our list of things to do. I hope I will get my accommodation sorted soon then I can start looking ahead." Dave, ESS+ service user

Meet and Mentor

The Meet and Mentor service is part of the ESS+ service and aims to help change the circumstances that lead people back to crime and help them get their lives back on track, from the very first day of their release from prison. It is part of our regional Community Rehabilitation Company's (formerly the Probation Service) Through the Gate strategy, which aims to prepare and help people to find their feet when they are released from custody. The service operates at HMP Hewell and HMP Featherstone.

As part of the new Through the Gate Enhanced Service in January 2019, YSS was able to support more individuals on their release from HMP Hewell or HMP Featherstone. Under the Re-Connect model YSS was also commissioned to deliver the personal, social and health aspects in the two prisons. The Re-Connect prison based service is delivered across six sessions and focuses on prioritising the different aspects of wellbeing including dealing with anxious thoughts and feelings, building bonds, breaking old patterns, relationships and preparing to walk through the gate.

Over the past year, 72 individuals were worked with pre and post release with 100% attending pre-arranged gate collections from their prison. Engagement with the service is voluntary with an average engagement rate of 70%. YSS Keyworkers and volunteers conducted 70 pre-release visits, 30 gate collections on the day of release and offered 300 post release contacts.

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"I have been involved as a service user with the care and justice system since 1993. My keyworker has constantly made himself available to transport me to and from appointments that I would not otherwise been able to attend. It is through YSS that I have been linked in with mental health services which has resulted in key diagnosis of long term mental health issues that I have struggled with for most of my life, without any help. My keyworker is available by phone for advice if needed and is happy to do home visits if that's all my schedule can allow that day. It is that availability that sets YSS apart from other services and also their versatility and ability to adapt to unfolding situations in real time. It is this departure from the one size fits all mentality that has let other agencies down in the past and that makes YSS invaluable to people like me." Mike, ESS service user



"My keyworker helped me to keep looking for housing, sort my money out, think about the consequences of my behaviour; I heard her voice one day telling me how people do get hurt by crimes and that stopped me committing a cash point robbery even though I had no money, she helped me save up and get back into playing the guitar and taught me there are kind people out there." Dave, Meet and Mentor service user

Remember Veterans

Having established the Remember Veterans exemplar model in West Mercia via the Armed Forces Covenant funded service 2016-2018, John Campion, West Mercia PCC demonstrated his commitment to sustaining the benefits of the approach by the allocation of £25,000 to YSS for a further year to continue this work in West Mercia. This financial support from the PCC enabled us to continue important aspects of the Remember Veterans service, and to be eligible to apply for the Covenant Continuation funding for the next two years.

Over the past year, we have achieved a number of significant outputs; these include: attending and contributing to each of the Armed Forces Covenant services in Hereford, Shropshire, Worcester and Telford in order to create links with local Criminal Justice agencies and to exchange relevant information; raising awareness and ensuring that veterans are recognised at a strategic level; maintaining the existing Champions network, sharing relevant information in their local areas; sharing policy and practice guidance on working with veterans with the Community Rehabilitation Company (CRC) and National Probation Service (NPS); revising and updating the 'Working with Veterans' workbook and training materials for practitioners; we have also had a presence at various military events including the launch of the new Juno helicopter at The Defence Helicopter Flying School, Shawbury and an evening networking event which included a fly past.

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Remember Veterans highlights

- A further two years' funding secured
- Match funding from West Mercia PCC also secured (£25,000)
- Data on veterans collated and shared with police, CRC and NPS

BBO

Funded by the Big Lottery Fund and the European Social Fund (ESF), Building Better Opportunities (BBO) is a Worcestershire wide social inclusion programme to provide better, more comprehensive and coherent employment services. YSS, as part of a local partnership called Fusion, made up of housing providers and local voluntary sector organisations, employs a job coach who meets with BBO participants to assess their needs, agree work plans and arrange support to move them closer to or into sustained employment.

Our Fusion Job Coach has supported 58 people. Ten are now in employment, whilst three have moved into training and twelve are actively searching for a job. The support provided by the job coach includes helping service users to write a CV, practising interview techniques as well as breaking down the barriers that people face when sourcing appropriate employment opportunities. These might include low confidence, poor literacy skills, no childcare or a lack of transport. We continue to support a very complex group of service users whom, without our support, are at risk of becoming socially isolated.

Laslett's Charity

William Laslett was a 19th century philanthropist; the Laslett's Charity's financial support allows us to work specifically in Worcestershire with individuals who are in need of additional support to overcome significant life barriers. Our YSS volunteers provide long term, one to one, community based practical and emotional support to help those involved to make positive life choices. YSS volunteers are the only reliable source of help for the people they support. Finding suitable accommodation is often the first priority and we also work with local drug and alcohol agencies to try to establish a sustainable route to rehabilitation.

Following a thorough recruitment process in the summer of 2018, YSS employed a volunteer coordinator in November, to oversee the recruitment, training and support of volunteers. Between November 2018 and April 2019 108 enquiries were received from volunteers interested in the mentoring opportunities provided by YSS, with a response rate of 47%. This figure includes volunteers based in Shropshire, Telford and Hereford; 77 enquiries came from individuals based in Worcestershire and the West Midlands. Of these 108, 26 individuals were invited for interview with the volunteer coordinator and in February 2019, seven volunteers completed their two day mentor training in Worcester. We held two training events to train 13 new volunteers (six in Telford and seven in Worcester).

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"I finally have someone who is helping me fight the battle I've been fighting for over 20 years now, and I am starting to feel more confident and can believe that I am capable and in control." Lydia, Chrysalis service user

Chrysalis

The women-only Chrysalis service is delivered across Telford and Shropshire and is funded by the Smallwood Trust. The service seeks to enable and empower women and their families to overcome disadvantage, inequality and poverty whilst increasing financial resilience. A part time female worker provides trauma-informed community based support to women at risk of criminal exploitation, sexual exploitation and/or involved in the criminal justice system.

The women referred into the Chrysalis project come with a multitude of complex and different needs, many of which cannot be resolved over a 12 week referral period. The project currently has four women who have had Chrysalis support for over 12 months and the average length of time YSS works with an individual is six months. The Smallwood Trust funding allows our key worker to work flexibly with the women - it allows emotional and practical support to be given, in a way that works for them. Unlike many support services that focus on single issues, Chrysalis takes into account linked experiences such as homelessness, substance use, mental health and domestic abuse. The YSS key worker works alongside her service users and develops an honest and transparent relationship.

Chrysalis highlights

- 39 referrals have been made
- 33 women have received support
- The service has an engagement rate of 82%

Worcestershire Young Carers

Worcestershire Young Carers (WYC) is commissioned by Worcestershire County Council to provide assessment, signposting, one to one support and monthly youth clubs for young people with a caring role at home, aged between seven and 17, who live in Worcestershire. Additionally, the service provides support to young people aged between 18 and 25 who are considered young adult carers. The caring role could be for a parent, a sibling or a grandparent due to illness, disability, physical or mental health difficulties or substance misuse. The service is also funded by BBC Children in Need to deliver a participation group, which highlights the needs of young carers and helps get their voices heard by organisations and services that affect them. Thanks to generous private donors,

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YSS also employs an Education Link Worker who works in partnership with schools and colleges throughout the county to improve identification and support of young carers, ensuring they are safe, healthy, aspiring and achieving. Worcestershire Young Carers also delivers a Young Carer Ambassador Programme, funded by #iwill2018, a UK-wide campaign aiming to get six out of ten young people involved in social action by 2020. In addition, funding from the LJC Trust has enabled the service to support young carers to fulfil their aspirations, with a specific focus on education, training and employment. Worcestershire Young Carers supports 530 young carers across Worcestershire.

Outcomes for the young carers include: improved family relationships; feeling less stressed; increased confidence; being recognised for what they do at home; improved school attainment and the ability to make new friends and socialise. Feedback demonstrated that 75% of young carers felt an improvement in confidence following intervention from Worcestershire Young Carers.

"I've become more confident in my care role and being able to de-stress myself. I feel more confident than before, feeling new and healthy and I have a strong sense to become better every day." Young carer, Alfie

WYC Highlights

- 95% of young carers felt happier following WYC intervention
- 96% of young carers felt they had made new friends
- School assemblies/drop ins led to 32 new young carers being referred; 14 new schools came on board



"Working with YSS has allowed me to like myself again."

Young carer, Lillie

Participation Group

The Worcestershire Young Carers Participation Group, funded by BBC Children in Need, gives young carers a voice and an opportunity to influence the services and decisions that affect them. This funding enables YSS to employ a part-time Participation Worker who supports monthly groups which are led by the young carers themselves; discussions include a broad range of issues affecting young carers such as mental health, the support available and how it can be improved, and how to raise the confidence and aspirations of young carers. External agencies over the year have delivered workshops on issues such as exam stress, relationships, sexual health and healthy

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eating, and helping to develop the 'voice' of young carers through research based at the University of Worcester. Other outcomes of the clubs included: development of a new Young Carers ID card; planning for the Young Carers Conference 2019; development of the young carers newsletter; and involvement in Worcestershire Health & Care Trust's 'Now We're Talking' Campaign.

"I really enjoy the Participation Group. It is different to Club as we are here to work together and achieve things for young carers. The conference is the big focus at the minute and I am getting excited and nervous about it!" Participation Group member, Alex

Participation Group highlights

- 82 young carers attended 12 meetings
- A peer-led recruitment drive led to 17 new members joining the groups
- Skills developed include: event management; public speaking; team working; IT

Accreditations

In 2018, YSS was reassessed for the Matrix Standard and, as a result, was accredited for a further three years. To achieve the accreditation we have had to meet strict criteria and demonstrate IAG (Information, Advice and Guidance) to the highest standard. As part of the process our service users, volunteers, staff and stakeholders were interviewed across three days.

The Matrix Standard is a quality framework that promotes the effective delivery of high-quality IAG by ensuring that organisations review, evaluate and develop their services and the continuous development of their staff.

Plans for the future

As well as maintaining our quality standards, demonstrating value for money and fundraising to help some of the most vulnerable and excluded people, we will find ways of continuously reappraising our 'raison d'être'.

The future is likely to include more collaborative approaches and adapting our ways of working. This will involve listening, and being on the lookout for opportunities. Innovation is exciting but we shall ensure that our governance and due diligence standards are maintained in all our dealings.

As for digital inclusion, we still have some way to go to achieve the ambitions in last year's annual report. Our view remains that technology and intelligent use of data are a means of identifying issues for improvement.

Undoubtedly, our success is due to our people: our staff, our volunteers and their ability to work in partnership with the people we help. We are committed to our staff and volunteers' personal and professional development during these uncertain times and will highlight their achievements, which can sometimes go unnoticed.

YSS
(A company limited by guarantee)

Trustees' Report
For the year ended 31 March 2019

We will continue to develop our organisational strategy under the leadership of our new CEO and will build on the work with Pilotlight consultants, so generously funded by the Garfield Weston Foundation.

Next year's operations will focus on:

- Our new, Safer Roads #MORSE service
- Diversionary activities for young people at risk
- Young Carers Ambassadors' Programme and their conference focusing on young people and mental wellbeing
- Veterans' Silver Award
- Expansion of our gender specific service, Chrysalis
- Preparations for changes at Worcestershire County Council's Children First alternative delivery model
- Investing in Volunteers standard
- Partners' survey

Structure and governance

This has been a year characterised by change with continued uncertainty in the operating environment and ongoing development of services. Susanna MacFarlane stood down as Chair of the Trustees just before Christmas and David Chantler, an existing Board member took over. Susanna has remained on the Board and will continue to contribute her wise counsel based on her considerable experience. Susanna's move was deliberately timed to prepare YSS for the other major change, of which the charity had long had notice: the retirement of our outstanding CEO Lorraine Preece. Lorraine made a substantial contribution to YSS throughout her 20 years with the organisation and provided inspirational and dynamic leadership during her time as CEO; she was succeeded by Catherine Kevis in June 2019.

One of the core competencies of which YSS is very proud is enabling transitions within its service users' lives; the charity has managed its own key transitions in a way that has fully maintained the governance, quality and ethos of the organisation.

Constitution

The charitable company is governed by its memorandum of association which was adopted on 30 June 2000. The charitable company passed a special resolution on 8 November 2013 to change its name from Youth Support Services Limited to YSS Ltd and again on the 16 October 2018 to YSS.

Method of Appointment of Trustees

New Trustees are appointed by the Board of Trustees with a dedicated Trustee taking the lead for this process. A formal application procedure is in place to ensure Trustee recruitment is based on organisational need. This includes a role description and person specification, an application form and interview process. If successful after the interview stage, applicants are invited to meet the chair of Trustees and CEO (along with members of the senior management team) and attend a Trustee meeting as an observer. The Chair and Appointments Committee then confirm if they are suitable and the Chair recommends their appointment to the board. Formal approval of appointment follows at the next Trustee meeting. A recent review of Trustee tenure has resulted in a limitation being placed on time served. All new Trustees will serve for a maximum of 10 years: a one-year probationary period followed by up to three further periods of three years. A formal review with the

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Trustees' Report
For the year ended 31 March 2019

Chair will take place six months prior to the end of each three year period. Trustee supervision and support is undertaken by the Chair of Trustees.

Organisation

The Board of Trustees is responsible for setting organisational strategy with the Chief Executive Officer, Catherine Kevis. Day to day operational management is delegated to the Chief Executive Officer. Trustees undertake various roles to provide scrutiny of the organisation's performance and to review risk. The Chief Executive Officer meets regularly with the Chair of Trustees and formally reports to the Board at every meeting.

A Senior Management Team (SMT), led by the CEO, meets every month to drive operational and strategic performance. A separate leadership team including all those with line management responsibilities, recognising the significant role they play in day to day operational activities, meet for a full day at least annually.

There is a structured pay grading scale within YSS for all roles. Any proposal for an increased grade/pay review would be proposed by the CEO for discussion by the Trustees and any recommendations taken to the full Trustees' meeting for approval.

Risk Management

The Trustees regularly review the risks to which the charity might be exposed at their meetings, held approximately every six weeks. There is a full risk statement, policy and associated systems in place and an Audit and Risk Trustee subcommittee that meets every six months.

The risk register identifies the major risks, their likelihood and impact and the consequent actions to manage them effectively and the process follows guidance from the Charity Commission. The principal commercial, operational and financial risks that have been identified and could seriously impact on performance, future prospects or reputation are as follows:

- Significant reductions in key funding areas. The YSS project snapshot forms an integral part of the risk register and is reviewed at each Trustees' meeting. During 2018/19, two significant funding streams accounted for more than 29% and 22% of total income, (2017/18 - 30% and 26%) Business development work continues to take a high priority within the organisation, not only to seek additional funding in order to develop and enhance our current work but to secure continuation funding or to limit further potential cuts to current funding.
- A serious safeguarding incident resulting in harm to a child, young person or vulnerable adult and the subsequent effect on YSS's reputation. YSS has a nominated Trustee lead and Operational Director with responsibility for safeguarding. Policies are reviewed and disseminated annually and regular training undertaken from local authorities.
- Health and Safety such as a serious incident involving a member of staff or volunteer from lone working in the community and in the homes of some of our most vulnerable service users. A robust lone working policy is in place and all members of staff use a 'Lone Alert' system run through mobile phones and volunteers use a 'Buddy system'.

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Trustees' Report
For the year ended 31 March 2019

Financial Review

The Result for the Year and Financial Position of the charity are as shown in the attached financial statements.

The total income has decreased from £1,620,729 in 2018 to £1,308,687 in 2019, a decrease of £312,042 (19%). The reduction from the Warwickshire and West Mercia funding for the ESS+ project from 1 January 2018 impacted the current financial year 18-19 by £233,000 and there were no further payments by results bonuses from the same contract, which had amounted to £24,000 in the previous financial year. There were some other smaller funding streams which came to an end during the year and no significant additional income.

Expenditure decreased from £1,527,775 in 2018 to £1,337,357 in 2019, a decrease of £190,418 (12.5%). This reflects the corresponding reduction in project related expenditure to the loss of income, but also the includes the release of a provision of £64,012 made in the periods 2016-17 and 2017-18 for dilapidations on premises previously leased by the charity and settled in the period and therefore no longer required.

Overall the charity recorded a net deficit of £28,670 for the year (2018 - surplus £92,954), which represents a surplus to unrestricted reserves of £30,409 and a decrease in restricted funds of £59,079.

Reserves and the position at the Year End

Our reserves have to be adequate to carry on our work when faced with difficult, challenging and changing times. They need to be sufficient to allow us to address possible losses from our charitable activities and give us enough time to adjust our strategy to meet changing circumstances and to invest in business development, without having to make hasty decisions.

The Balance Sheet shows unrestricted, available reserves, that is reserves that do not show any restriction on how they can be used, at 31 March 2019 of £324,443 (2018 - £294,034), an increase of £30,409 10.3%.

There continues to be a difficult operating environment for the voluntary sector and given the current uncertainties over future levels of funding, the Trustees consider that, ideally, unrestricted reserves should equate to approximately nine months' running costs and be sufficient to cover the maximum potential liabilities that could arise in the event of a forced closure. This equates to £250,000. The Trustees believe that the current level of reserves provides YSS with adequate funds to meet both of these requirements, whilst allowing for potential investment in new areas of work. £41,000 of the unrestricted reserves have been designated to cover a potential budget deficit in the year to 31 March 2019, and £30,000 to continue our criminal justice project to support women in Herefordshire.

Our restricted reserves are represented by the fund balances that are shown on page 38.

Investment Policies

The Trustees invest surplus funds in interest bearing bank and savings accounts with a combination of instant and short notice access, to ensure that the funds are readily available as and when required.

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Trustees' Report
For the year ended 31 March 2019

Statement of Trustees' responsibilities

The Trustees (who are also directors of YSS for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the 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 estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards have been followed, subject to any material departure disclosed and explained in the financial statements; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The Trustees are responsible for keeping adequate accounting records that 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 charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

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Trustees' Report
For the year ended 31 March 2019

Auditors

Cooper Parry Group Limited has expressed their willingness to continue in office and will be proposed for re-appointment at the Annual General Meeting.

In preparing this report, the directors have taken advantage of the small companies exemptions provided by section 415A of the Companies Act 2006.

Approved by the Board of Trustees on 29.10.2019 and signed on behalf of the Board:



David Chantler
Director

YSS
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Independent Auditors' Report to the members of YSS
(A company limited by guarantee)

Opinion

We have audited the financial statements of YSS for the year ended 31 March 2019 which comprise the Statement of financial activities, the Balance sheet, the Statement of cash flows and the related notes, 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 (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

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 2019, 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 company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

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

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

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Independent Auditors' Report to the members of YSS
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Other information

The Trustees are responsible for the other information. The other information comprises the information included in the Trustees' Annual Report, other than the financial statements and our Auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the Trustees' Annual Report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Trustees' Annual Report has been prepared in accordance with legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Annual 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; or
- the Trustees' were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the Trustees' Annual Report and from the requirement to prepare a strategic report.

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Independent Auditors' Report to the members of YSS
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Responsibilities of Trustees

As explained more fully in the Statement of Trustees' Responsibilities, the Trustees 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 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 company or to cease operations, or have no realistic alternative but to do so.

Auditors' 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 auditors' 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.

As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Trustees.
- Conclude on the appropriateness of the Trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditors' report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditors' report. However, future events or conditions may cause the company to cease to continue as a going concern.

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Independent Auditors' Report to the members of YSS
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- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Use of our report

This report is made solely to the company's members, as a body, in accordance with Chapter 3 Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the 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 company and the company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Simon Atkins FCA

Senior Statutory Auditor
for and on behalf of:

Cooper Parry Group Limited

Chartered Accountants
Statutory Auditor

One Central Boulevard
Blythe Valley Park
Solihull
West Midlands
B90 8BG

Date <> 2019

YSS
(A company limited by guarantee)

Statement of Financial Activities
(incorporating the Income and Expenditure Account)
for the year ended 31 March 2019

	Notes	Unrestricted Fund £	Restricted Funds £	Total 2019 £	Total 2018 £
Income from:					
Donations and legacies	2	2,000	21,156	23,156	37,097
Income from charitable activities	3	648	1,278,409	1,279,057	1,565,973
Investment income	4	6,474	-	6,474	4,394
Income from other trading activities	5	-	-	-	13,265
		<hr/>	<hr/>	<hr/>	<hr/>
Total income		9,122	1,299,565	1,308,687	1,620,729
		<hr/>	<hr/>	<hr/>	<hr/>
Expenditure on:					
Charitable activities	6	42,725	1,358,644	1,401,369	1,527,775
Release of provision	6	(64,012)	-	(64,012)	-
		<hr/>	<hr/>	<hr/>	<hr/>
Total expenditure		(21,287)	1,358,644	1,337,357	1,527,775
		<hr/>	<hr/>	<hr/>	<hr/>
Net movements in funds being net (expenditure)/income for the year		30,409	(59,079)	(28,670)	92,954
Reconciliation of funds					
Total funds brought forward		294,034	325,171	619,205	526,251
		<hr/>	<hr/>	<hr/>	<hr/>
Total funds carried forward		324,443	266,092	590,535	619,205
		<hr/>	<hr/>	<hr/>	<hr/>

All income and expenditure derive from continuing activities. The statement of Financial Activities incorporates the all gains and losses recognised in the above two financial periods.

The notes on pages 29 - 43 form part of these financial statements.

YSS
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Balance sheet
Registered Number 04024428
as at 31 March 2019

	Note	2019		2018	
		£	£	£	£
Fixed Assets					
Tangible fixed assets	10		-		-
Current Assets					
Debtors	11	23,029		72,961	
Cash at bank and in hand		<u>688,954</u>		<u>806,074</u>	
		711,983		879,035	
Creditors: amounts falling due within one year	12	<u>(121,448)</u>		<u>(259,830)</u>	
Net current assets			590,535		619,205
Net assets			<u>590,535</u>		<u>619,205</u>
Funds					
Restricted funds	15		266,092		325,171
Unrestricted funds - general designated	16	253,443		225,034	
	16	<u>71,000</u>		<u>69,000</u>	
			<u>324,443</u>		<u>294,034</u>
			<u>590,535</u>		<u>619,205</u>

The financial statements on pages 29 - 43 were approved by the board of Trustees and authorised for issue on 29.10.2019 and are signed on its behalf by:



David Chantler
Chair



Ian Richards
Trustee

YSS
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**Statement of cash flows
as at 31 March 2019**

	Note	2019 £	2018 £
Cash flow from operating activities	20	(123,649)	125,972
Cash flow from investing activities			
Interest received		6,474	4,394
Proceeds on disposal of fixed assets		55	1,450
Net cash flow from investing activities		6,529	5,844
Net (decrease)/increase in cash and cash equivalents		(117,120)	131,816
Cash and cash equivalents at 1 April 2018		806,074	674,258
Cash and cash equivalents at 31 March 2019		688,954	806,074

YSS
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Notes to the Accounts
for the year ended 31 March 2019

1 Accounting Policies

Basis of preparation

YSS (the limited charity) is a registered incorporated charity in the United Kingdom. The address of the registered office is given in the charity information on page 2 of these financial statements. The nature of the charity's operations and principal activities are to provide community based support services for children, young people, adults and families who are vulnerable, have complex needs and who face difficult life challenges.

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements 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) issued on 16 July 2014, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011 and UK Generally Accepted Practice as it applies from 1 January 2015.

The financial statements are prepared on a going concern basis under the historical cost convention. The financial statements are prepared in sterling which is the functional currency of the charity.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

Company Status

The charitable company is a company limited by guarantee. The members of the charitable company are the Trustees named in the Trustees' Report. In the event of the charitable company being wound up, the liability in respect of the guarantee is limited to £1 per member of the charitable company.

Fund accounting

Restricted funds

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charitable company for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Unrestricted funds

Unrestricted funds are available for use, at the discretion of the Trustees, in furtherance of the general objectives of the charitable company and have not been designated for other purposes.

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Notes to the Accounts
for the year ended 31 March 2019

Designated funds

Designated funds are unrestricted funds earmarked by the Directors for particular purposes.

Incoming Resources

All incoming resources are included in the Statement of Financial Activities when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

No amount is included in the financial statements for volunteer time in line with the SORP (FRS 102).

- Voluntary income by way of grants, donations and gifts is included in full in the Statement of Financial Activities when receivable and when the amounts are known with certainty and are measurable. Grants, where entitlement is not conditional on the delivery of a specific performance by the charitable company, are recognised when it becomes unconditionally entitled to the grant.
- Incoming resources from grants, where related to performance and specific deliverables, are accounted for as the charitable company earns the right to consideration by its performance. Where income is received in advance of performance it is treated as deferred income and included within creditors.

Resources Expended

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably.

Charitable expenditure comprises those costs incurred by the charitable company in the delivery of its activities and services for its beneficiaries.

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

All costs are allocated between the expenditure categories of the Statement of Financial Activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity comprise both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

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Notes to the Accounts
for the year ended 31 March 2019

Tangible fixed assets

Tangible fixed assets are included at cost. Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Computers	33% straight line
Office equipment	25% straight line
Leasehold improvements	20% straight line, or over lease term if shorter
Motor vehicles	50% straight line

Fixed assets below £500 are not capitalised.

Debtors and creditors receivable / payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

Recognition of liabilities

Liabilities are recognised when an obligation arises to transfer economic benefits as a result of past transactions or events.

Pensions

The charitable company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charitable company in an independently administered fund. Contributions payable for the year are charged in the Statement of Financial Activities.

Tax

YSS is an exempt charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

Leasing commitments

Assets acquired under finance leases are capitalised and depreciated over the lease term and expected useful life of the asset. Minimum lease payments are apportioned between the finance charge and the reduction of the outstanding lease liability using the effective interest method. The related obligations, net future charges, are included in creditors.

Rentals payable and receivable under operating leases are charged to the SoFA on a straight line basis over the period of the lease.

Going concern

The financial statements have been prepared on a going concern basis as the Trustees believe that no material uncertainties exist. The Trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial

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Notes to the Accounts
for the year ended 31 March 2019

statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

2	Voluntary income	2019 £	2018 £
	Grants and donations	23,156	37,097
		<hr/>	<hr/>
	Income from grants and donations was £23,156 (2018: £37,097) of which £2,000 (2018: £6,500) was attributable to unrestricted funds and £21,156 (2018: £30,597) was attributable to restricted funds.		
3	Incoming resources from charitable activities	2019 £	2018 £
	<i>Restricted</i>		
	West Mercia AA – Appropriate Adult	38,154	53,396
	Worcester Young Carers	121,734	122,259
	- Core funding	10,000	10,000
	- Schools Awareness	-	20,000
	- E to E – LJC Fund	13,540	14,734
	- Children In Need	5,000	-
	- #iwill	410,000	410,004
	Shropshire County Council Early Help – Enhance	15,000	15,000
	Smallwood Trust – Women’s First Direct	30,291	19,900
	Smallwood Trust – Chrysalis	226,004	459,008
	WWM CRC – ESS+	9,000	-
	WWM CRC – Through the Gate	114,084	110,563
	WM OPCC - ARC	25,000	44,048
	WM OPCC – Remembering Veterans	-	24,780
	WM OPCC - Employment Support Programme	141,031	112,150
	WM OPCC Divert	7,534	2,200
	WM OPCC-PDC	1,667	18,333
	Veterans Voices	54,353	54,000
	Action For Children – Worcs Early Help	-	6,750
	Worcester County Council - Digital Inclusion	15,000	15,000
	Laslett’s Trust	34,617	28,670
	Fusion - BBO	-	1,200
	YSS – Housing Support Project - NACRO	6,400	-
	IOM – Iris	<hr/>	<hr/>
		1,278,409	1,541,995
	<i>Unrestricted</i>		
	Sundry income	<hr/>	<hr/>
		648	23,978
		<hr/>	<hr/>
		1,279,057	1,565,973
		<hr/>	<hr/>

Further detail on the above projects/income streams can be found in note 15.

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Notes to the Accounts
for the year ended 31 March 2019

4	Investment income	2019	2018
		£	£
	Bank deposit interest	6,021	4,197
	COIF deposit interest	453	197
		<hr/>	<hr/>
		6,474	4,394
		<hr/>	<hr/>

All of the above income for this year and the comparative year was attributable to unrestricted funds.

5	Other trading activities	2019	2018
		£	£
	Sundry	-	13,265
		<hr/>	<hr/>
		-	13,265
		<hr/>	<hr/>

All of the above income for this year and the comparative year was attributable to unrestricted funds.

YSS
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**Notes to the Accounts
for the year ended 31 March 2019**

6 Resources expended – Charitable Activities

	Criminal Justice £	Mentoring and Support £	Young Carers £	Central Costs £	2019 Total £	2018 Total £
Activities Undertaken directly						
Employment Costs (Note 7)	324,876	504,353	104,595	149,851	1,083,675	1,091,924
Staff Training	9,967	6,712	831	294	17,804	13,012
Advertising and Promotions	1,335	682	876	300	3,193	5,972
Travelling Expenses	20,042	23,400	3,541	2,021	49,004	47,167
Service user Expenses & Club costs	11,267	22,161	39,048	-	72,476	48,384
Office costs and facilities	-	-	-	21,927	21,927	69,552
Admin Costs	8,862	8,817	2,892	6,757	27,328	43,252
IT Costs	23,829	23,733	4,671	19,148	71,381	66,962
Insurance	-	-	-	10,345	10,345	12,349
Legal and Professional	2,375	-	-	12,741	15,116	31,136
Bank Charges	-	-	-	561	561	629
Trustee's Expenses and Meeting Costs	-	-	-	1,135	1,135	213
Conference Expenditure	-	-	-	-	-	2,903
Volunteer Costs	7,657	1,080	169	-	8,906	12,498
Subcontractor Costs	13,264	-	-	-	13,264	30,666
Governance Costs	-	-	-	5,254	5,254	5,280
Release of dilapidations provision	-	-	-	(64,012)	(64,012)	45,876
	423,474	590,938	156,623	166,322	1,337,357	1,527,775

Of the total expenditure, a credit of £21,287 (2018: £57,669 debit) related to unrestricted funds and £1,358,644 (2018: £1,470,106) related to restricted funds. Unrestricted funds expenditure includes the release of a provision of £64,012 made in the periods 2016-17 and 2017-18 for dilapidations on premises previously leased by the charity and settled in the period and therefore no longer required.

YSS
(A company limited by guarantee)

**Notes to the Accounts
for the year ended 31 March 2019**

7 Staff costs	2019	2018
	£	£
Gross Salaries	950,927	959,982
Employer's National Insurance	75,201	74,854
Pension Costs	38,938	44,128
Redundancy Costs	18,609	1,337
	<hr/>	<hr/>
	1,083,675	1,080,301
	<hr/> <hr/>	<hr/> <hr/>

Included in the above gross salaries figure are consultancy costs of £3,220 (2018 - £5,700).

The average monthly number of employee during the year was as follows:

		2019	2018
		No.	No.
Administration and management	- Full time	1	1
	Part time	8	6
Support staff	- Full time	20	21
	Part time	18	19
Seconded staff		-	2
		<hr/>	<hr/>
		47	49
		<hr/> <hr/>	<hr/> <hr/>

No (2018: nil) employees earned more than £60,000 per annum (including taxable benefits but excluding employers' pension contributions) during the year ended 31 March 2019.

No remuneration was paid to Trustees during the year.

The total amount of employee benefits received by key management personnel is £143,069 (2018: £138,902). The trust considers its key management personnel comprise of four individuals being the Chief Executive, Finance Director and two Operations Directors.

8 Net incoming resources for the year

The net incoming resources are stated after charging:

	2019	2018
	£	£
Auditors' remuneration	5,254	5,280
Pension costs	38,938	44,128
Operating lease rentals	19,869	38,630
	<hr/>	<hr/>

YSS
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Notes to the Accounts
for the year ended 31 March 2019

9 Taxation

As a charitable company, YSS, is exempt from tax on income and gains falling within section 478 of the Taxes Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen within the charitable company.

10 Tangible fixed assets

	Office equipment £	Computer equipment £	Total £
Cost			
At 1 April 2018	11,732	15,974	27,706
Disposals	(510)	-	(510)
	<hr/>	<hr/>	<hr/>
At 31 March 2019	11,222	15,974	27,196
	<hr/>	<hr/>	<hr/>
Depreciation			
At 1 April 2018	11,732	15,974	27,706
Elimination on disposal	(510)	-	(510)
	<hr/>	<hr/>	<hr/>
At 31 March 2019	11,222	15,974	27,196
	<hr/>	<hr/>	<hr/>
Net book value			
At 31 March 2019	-	-	-
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>
At 31 March 2018	-	-	-
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

11 Debtors

	2019 £	2018 £
Trade debtors	3,077	44,638
Prepayments	12,767	21,162
Other debtors	<u>7,185</u>	<u>7,161</u>
	<hr/>	<hr/>
	23,029	72,961
	<hr/> <hr/>	<hr/> <hr/>

YSS
(A company limited by guarantee)

Notes to the Accounts
for the year ended 31 March 2019

12 Creditors: amounts falling due within one year	2019	2018
	£	£
Trade creditors	32,801	51,115
Social security and other taxes	25,776	24,710
Accruals	33,327	146,929
Deferred income (below)	<u>29,544</u>	<u>37,076</u>
	121,448	259,830
	<u><u>£</u></u>	<u><u>£</u></u>
Deferred income is analysed below:		
	£	£
Deferred income brought forward	37,076	17,629
Released in year	(37,076)	(17,629)
Deferred during the year	<u>29,544</u>	<u>37,076</u>
Deferred income carried forward	<u>29,544</u>	<u>37,076</u>

The amounts are deferred when the charitable company does not have unconditional entitlement to the income or when the invoice relates to the delivery of a service and is therefore only recognised to the extent that the charitable company has provided the service.

13 Pension Commitments

The charitable company operates a defined contribution pension scheme. Pension costs of £38,938 (2018 £44,128) representing contributions payable by the charitable company to the fund, were charged in the statement of financial activities during the year. No further contributions are payable for the year.

14 Operating leases

The total minimum lease payments due by the charitable company at 31 March 2019 in respect of non-cancellable operating leases are as follows:

Leases expiring:

	Land and buildings		Other operating lease	
	2019	2018	2019	2018
	£	£	£	£
Within one year	18,655	17,605	1,038	2,264
Within one and two years	13,991	18,655	-	1,038
Within two to five years	<u>-</u>	<u>13,991</u>	<u>-</u>	<u>-</u>
	32,646	50,251	1,038	3,302
	<u><u>£</u></u>	<u><u>£</u></u>	<u><u>£</u></u>	<u><u>£</u></u>

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Notes to the Accounts
for the year ended 31 March 2019

15	Restricted Funds - current year	Balance at 1 April 2018 £	Incoming resources £	Resources expended £	Balance at 31 March 2019 £
	West Mercia AA – Appropriate Adult	6,943	38,154	(43,562)	1,535
	WYC - Core	1,613	121,734	(123,347)	-
	- General	48,061	18,331	(16,605)	49,787
	- School Awareness	5,753	10,000	(10,417)	5,336
	- E to E – LJC Fund	20,000	-	(18,430)	1,570
	- Children in Need	1,703	13,540	(13,304)	1,939
	- #iwill	-	5,000	(221)	4,779
	Shropshire County Council Early Help	62,441	410,000	(400,752)	71,689
	Smallwood Trust – First Direct	7,850	15,000	(7,404)	15,446
	Smallwood Trust - Chrysalis	1,073	30,291	(30,578)	786
	WWM CRC – ESS+	106,719	226,004	(268,448)	64,275
	WWM CRC – through the gate	-	9,000	(16,426)	(7,426)
	WM OPCC - ARC	14,325	114,084	(122,940)	5,469
	WM PCC – New ESP	1,000	-	-	1,000
	WM OPCC - Divert	27,220	141,031	(157,064)	11,187
	WM OPCC – Remember Veterans	-	25,000	(18,279)	6,721
	WM OPCC – PDC	-	7,534	(5,130)	2,404
	Veteran Voices	6,441	1,667	(8,108)	-
	Action for Children – Worcs Early Help	1,415	54,353	(43,235)	12,533
	Action for Children – FFS	1,000	-	-	1,000
	Laslett's trust	-	15,000	(14,645)	355
	Fusion – BBO	(627)	34,617	(33,990)	-
	IOM – Iris	-	6,400	(4,090)	2,310
	YSS Discretionary Donations	12,241	2,825	(1,669)	13,397
		<hr/>	<hr/>	<hr/>	<hr/>
		325,171	1,299,565	(1,358,644)	266,092
		<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

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**Notes to the Accounts
for the year ended 31 March 2019**

15	Restricted Funds – prior year	Balance at 1 April 2017 £	Incoming resources £	Resources expended 31 £	Balance at March 2018 £
	West Mercia AA – Appropriate Adult	5,147	53,396	(51,600)	6,943
	West Mercia AA – Training	1,599	-	(1,599)	-
	WYC - Core	9,468	122,259	(130,115)	1,612
	- General	45,864	21,433	(19,236)	48,061
	- School Awareness	-	10,000	(4,247)	5,753
	- E to E – LJC Fund	-	20,000	-	20,000
	- Children in Need	261	14,734	(13,292)	1,703
	Shropshire County Council Early Help	52,748	410,004	(400,311)	62,441
	Smallwood Trust – Women’s First Direct	-	15,000	(7,150)	7,850
	Smallwood Trust - Chrysalis	-	19,900	(18,827)	1,073
	WWM CRC – ESS+	64,883	459,008	(417,173)	106,718
	WM OPCC – Grant ARC	13,515	110,563	(109,753)	14,325
	WM OPCC – Remembering Veterans	17,777	44,048	(61,825)	-
	WM PCC – New ESP	1,494	24,780	(25,274)	1,000
	WM OPCC Divert	-	112,150	(84,930)	27,220
	WM OPCC – PDC	-	2,200	(2,200)	-
	Veteran Voices	-	18,333	(11,893)	6,440
	Action for Children – Worcs Early Help	2,630	54,000	(55,215)	1,415
	Action for Children – FFS	1,000	-	-	1,000
	Digital Inclusion – WCC	993	6,750	(7,743)	-
	Laslett’s Trust	428	15,000	15,428	-
	Fusion – BBO	-	28,670	(29,297)	(627)
	YSS Discretionary Donations	4,141	9,164	(1,064)	12,241
	NACRO – Housing Support Project	734	1,200	(1,934)	-
		222,685	1,572,592	(1,470,106)	325,171

West Mercia AA

Provide volunteers to support young people aged 10 to 17 years with appropriate adults within West Mercia.

Worcester Young Carers (WYC) schemes

Provide support for carers aged eight to 18 years within Worcestershire.

Worcester Young Carers (WYC) school awareness

Private donation to increase awareness of young Carers in schools.

Worcester Young Carers (WYC) E to E – LJC Fund

To support and motivate those young carers aged 16 and over specifically around education, training and employment.

Worcester Young Carers (WYC) #iwill – Community First

To develop and train a group of young Carers to become Worcestershire Young Carers’ Ambassador

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Notes to the Accounts
for the year ended 31 March 2019

15 Restricted Funds – continued

Shropshire County Council - Early Help

Provide **Early Help** interventions in Shropshire, for children young People and their families when their needs cannot be met by routine universal services.

Shropshire County Council - Parenting

Provide additional parenting support for families in Shropshire.

Smallwood Trust – Women’s First Direct

Discretionary Funding across all YSS projects to help women in financial adversity to become more resilient.

Smallwood trust - Chrysalis

The women-only Chrysalis service, delivered in Shropshire and funded by Smallwood Trust, seeks to enable and empower women and their families to overcome disadvantage, inequality and poverty whilst increasing financial resilience.

WWM CRC – ESS+

Provides an Enhanced Support Service to target groups of offenders most at risk of reoffending, across the West Mercia region.

WMPCC – ARC

A grant to provide individual one to one support to 17-24 year olds, in, or at risk of being involved in, the Criminal Justice System, across West Mercia. The focus to access community based activities.

WMPCC – Employment Support Programme (ESP)

Deliver tailored programmes of support to improve employment outcomes or prospects of future employment outcomes for those long term unemployed either in or at risk of entering the criminal justice system.

WMPCC – Divert

A grant to provide individual one to one support to 13 - 16 year olds, in, or at risk of being involved in, the Criminal Justice System, across West Mercia. The focus to access diversionary activities.

WMPCC – Remember Veterans

To continue recruitment, training, support & co-ordination of the Veterans Champions network across West Mercia.

WMPCC – Personal Development Coach (PDC)

To provide a personal development coach for a group of ex-offenders referred from the Integrated Offender Management Team(IOM) in Worcestershire.

Veterans Voices

Veterans Voices is funded by the Armed Forces Covenant. As part of our work with veterans, YSS works with a small number of ex-military personnel across Shropshire and Telford, who have been involved in the Criminal Justice System and gave them the opportunity to be able to tell their stories in a safe and trusted environment.

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Notes to the Accounts
for the year ended 31 March 2019

15 Restricted Funds – continued

Action for Children – Worcester City Early Help

Provide volunteers to deliver interventions for Worcester City Early help to work with young people and their families when their needs cannot be met by routine universal services.

Action for Children - Family First Support

Offers practical and emotional support to families of those in prison who reside in Worcester city.

Fusion – BBO

YSS is part of Fusion, a local partnership in Worcestershire, set up to create a social inclusion programme to provide better, more comprehensive employment services (Building Better Opportunities, BBO) and is funded jointly by the Big Lottery and European Social Fund.

IOM – IOM Rehabilitation Intervention Service (IRIS)

Provide Intensive support to a nominated group of IOM ex-offenders across Telford and Shropshire

16 Unrestricted funds – current year

	Balance at 1 April 2018 £	Incoming resources £	Resources expended £	Allocation in year £	Balance at 31 March 2019 £
Designated funds					
Deficit budget funding	49,000	-	(42,725)	34,725	41,000
Herefordshire Chrysalis	20,000	-	-	10,000	30,000
General Fund	225,034	9,122	64,012	(44,725)	253,443
	<u>294,034</u>	<u>9,122</u>	<u>21,287</u>	<u>-</u>	<u>324,443</u>

Unrestricted funds – prior year

	Balance at 1 April 2017 £	Incoming resources £	Resources expended £	Allocation in year £	Balance at 31 March 2018 £
Designated funds					
Deficit budget funding	30,000	-	-	19,000	49,000
Herefordshire project	24,000	-	(4,000)	-	20,000
General Fund	249,566	48,137	(53,669)	(19,000)	225,034
	<u>303,566</u>	<u>48,137</u>	<u>(57,669)</u>	<u>-</u>	<u>294,034</u>

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**Notes to the Accounts
for the year ended 31 March 2019**

16 Unrestricted funds

Purpose of designated funds

Deficit budget funding

The purpose of this fund is to finance the deficit budget set for 2019/20.

Herefordshire

The Trustees have agreed to utilise free reserves to extend our reach to female service users at risk or already in the criminal justice system in Herefordshire.

17 Analysis of net assets between funds – current year

	Designated funds £	Unrestricted funds £	Restricted funds £	2019 Total £
Cash at bank and in hand	71,000	351,863	266,092	688,955
Other net current assets	-	(98,420)	-	(98,420)
	<hr/>	<hr/>	<hr/>	<hr/>
	71,000	253,443	266,092	590,535
	<hr/>	<hr/>	<hr/>	<hr/>

17 Analysis of net assets between funds - prior year

	Designated funds £	Unrestricted funds £	Restricted funds £	2018 Total
Cash at bank and in hand	69,000	411,903	325,171	806,074
Other net current assets	-	(186,869)	-	(186,869)
	<hr/>	<hr/>	<hr/>	<hr/>
	69,000	225,034	325,171	619,205
	<hr/>	<hr/>	<hr/>	<hr/>

18 Reserves on dissolution

The constitution states that no members shall be entitled, upon dissolution, to any part of the assets of the charitable company. Any assets remaining, after payment of all liabilities, shall be distributed to some other charity or charities having similar objects and which prohibits the distribution of their income and property at the time of dissolution as chosen by the members at the time.

19 Control and members

The charitable company is under the control of the Trustees.

As at 31 March 2019, there were 9 members of the charitable company (2018: 8 members).

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**Notes to the Accounts
for the year ended 31 March 2019**

20 Reconciliation of net income to net cash flow from operating activities

	2019 £	2018 £
Net income for the year	(28,670)	92,954
Interest receivable	(6,474)	(4,394)
Gain/(Loss) on disposal	(55)	(1,450)
Decrease/(increase) in debtors	49,932	(33,725)
(Decrease)/increase in creditors	(138,382)	72,587
	<hr/>	<hr/>
Net cash flow from operating activities	(123,649)	125,972
	<hr/>	<hr/>

Thanks and acknowledgement

We would like to extend a sincere 'thank you' to all our donors, who have supported us this year; it is through your support that we are able to reach more beneficiaries and have a greater impact.

We would like to offer particular thanks to the following incredibly generous fundraisers and supporters for donating funds towards our work (some of our donors wish to remain anonymous – we also extend our sincere thanks them):

Thank you!

- A Shaw
- Arley Kings Players
- Barrow Cadbury Trust
- Bewdley Rotary Club
- Black Pear Joggers
- Broadway YRC Church
- Bromyard Road Methodist Monday Group
- CD and MA Walters
- Droitwich Inner Wheel
- Droitwich Lions
- Droitwich Lions Ladies
- Droitwich Rotary Club
- Hayes
- IS and LJ Holt
- J Doyle
- J Yelland
- Lapworth Ladies Supper Club
- Lillie Johnson Trust
- Margaret Westwood Memorial Charity
- Mrs James
- North Worcester Rotary Club
- Redditch Recorder Group
- Route 38
- Mr & Mrs J Hayes
- S Ford
- S Dayus
- St Ethelbert Probus Club
- Soroptimist Club of Kidderminster
- The Blackpole Inn
- The Burford Trust
- The LJC Trust
- United Reformed Church, Broadway
- VV Pickman
- Walkwood Academy
- Woodfield Academy
- Worcester City Netball League

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We are also extremely grateful to the following organisations for their generous gifts in kind, which we appreciate and value so much:

- Free Radio
- Hewett Recruitment
- Randstad Recruitment

To all of our supporters, fundraisers, staff and volunteers - with your help we continue to grow and support our charity mission; thank you.

Take action



'I completed a half marathon and that's something I never thought I'd do! I'm really inspired by the work that YSS does and wanted to do something to help.'
Cassie, YSS supporter

If you've been inspired to get involved with YSS and want to support our mission for a society where all people feel safe and have the opportunity to lead positive and constructive lives, and to achieve their potential, take action today.

Become a volunteer

Volunteers and the ethos and values that volunteering brings to YSS are hugely important to us. We aim to provide the highest standards of training and support to the volunteers that work alongside YSS and value the extra dimension and diversity they bring to our work.

There are a number of exciting volunteer roles based within our services; our volunteers are supported by a dedicated, friendly team of Volunteer Coordinators who are responsible for recruiting and supporting our volunteers across the region. If you'd like to volunteer for us, please go to yss.org.uk/why-volunteer and fill in an application form.

Make a donation

Many of the people we help are facing greater hardship than ever before. Please donate to our Discretionary Distress Fund and help us to provide practical and emotional support to our service users. Go to yss.org.uk/donate to give online, or write to us at YSS, Polysec House, Blackpole Trading Estate West, Worcester, WR3 8TJ.

Fundraise for us

We are incredibly grateful to and inspired by, all those who give their time, effort and often sweat and tears, into fundraising for us – it is thanks to all your efforts that we are able to support even more people and have a greater impact. If you have a fundraising idea, or would like to find some inspiration, please see yss.org.uk/fundraise. If you're looking for an easy way to support us why not buy a Worcester Community Lottery ticket – just go to - <https://www.worcesterlottery.org/support/yss-worcester>. Tickets cost £1 and there is a chance of winning up to £25,000.

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Join our mailing list

If you'd like to be kept informed about the latest news, events and opportunities, join our mailing list by registering with us online: simply go to yss.org.uk to register your details.

Share our news

Did you know we are on social media? Please share our news stories and social media posts with your friends, families and colleagues! Follow us @OfficialYSS on Facebook and Twitter, and for news about Worcestershire Young Carers follow @WorcestershireYoungCarers on Facebook and @WorcYoungCarers on Twitter. Thank you!

Talk to us

If you'd like more information about any of the services YSS delivers, or if you want to get involved but you're not sure how, email info@yss.org.uk or speak to us on 01905 730 780; we'd love to hear from you.



yss.org.uk



info@yss.org.uk



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